

# Network Management Intelligent Automation in Action

96%

automated

4

NOCs Closed

99.997%

service accuracy

## Automated-Healing & Automated-Managing Network Services

A Tier-1 Global Communications Service Provider partnered with Cortex to transform their Fault and Incident Management for network operations covering: fixed line; call centre; data interconnect; and mobile core networks.

Cortex Intelligent Automation software was applied to sense, manage and remediate first line activities during the pilot, and rolled out to the entire operations through subsequent phases.

In real-time Cortex detects and troubleshoots network failures. Cortex instigates and undertakes remedial actions at a service, network, element or even port level without the need to engage with technical resources.

If required, Cortex raises requests for Field Service assistance, which can include inventory requests. Cortex software seamlessly integrates with external systems to augment knowledge and orchestrate tasks. This includes script servers, remote management tools and desktop automation (otherwise known as RPA).

On completion of any engineering visit, Cortex performs automated back-to-service testing of the affected systems ensuring that the configuration is fully policy and service compliant. This alone mitigates many of the resulting incidents that are caused by poor configuration, and lack of quality assurance testing.

***“Cortex shifted our engineers out of the NOC, to manage services and innovate networks, rather than managing alarms and fixing faults”***

***Head of Fixed Voice Networks***

# OUTCOMES:

The Cortex Intelligent Automation solution initially released more than 70% of the skilled engineers to be re-deployed to customer facing roles. This resulted in a 300% increase in revenue, improved service quality and the replacement of four Network Operations Centres (NOCs) with a single War Room.

Integration with the ticketing systems providing fully automated flow-through trouble ticketing. Having performed most tasks and workflows automatically the intelligent automation platform is only required to raise, on average, 300 trouble tickets per month for escalation.

Today the Cortex Intelligent Automation solution provides the client with a central operational platform which:



Handles up to 5 Million network messages per month



Completes over 4 Million mediation commands per day



Contains over 1100 operational automated actions



Processes up to 6 Million clear and replace alarms per day



Runs 15 Million automated actions per month



**300% increase in revenue**



**>70% skilled engineers redeployed**



**Closed 4 Network Operation Centres**

**START YOUR INTELLIGENT AUTOMATION JOURNEY TODAY**

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