Anritsu envision : ensure

Case Study

A European Operator wanted to Maintain its Lead in Network Quality and Stability while Dealing with Increasing Network and Service Complexity

eoMind enabled instant detection of subscriber-affecting issues delivering significant improvements in detection, localization, and resolution

Business Challenge

This European Operator sees increasing complexity as a challenge with new networks and services being rolled out including 4G, fixed networks, and the upcoming 5G. Their Operational team needs to handle this rising complexity with no corresponding increases in headcount due to cost savings pressures common throughout the industry.

The Operator prides itself on and wishes to maintain the leading position in its home market for quality and network stability. They realized that something new was needed to sustain that lead. Current tools have inefficiencies built-in, with time-consuming troubleshooting needed to identify and resolve issues. They found that with the number of issues, alarms and escalations, and in particular at busy times like vacations or large events, the needed expertize to fix critical problems can be spread thin.

Processes within the NOC/SOC were starting to come under strain. A 5-stage process was used to monitor alarms, open tickets, escalate, verify resolution and close. This process begins with the alarm definition and the Operator could envision immediate benefits with a new approach that could eliminate many of the process steps entirely.

How Anritsu Helped

eoMind, with its augmented analytics approach, was key to the success of the partnership between the Operator and Anritsu.

The NOC/SOC team can now handle more issues with help from eoMind which does much of the heavy lifting. eoMInd raises a case, in real-time. It completes an investigation, identifies the likely problem and then identifies the next best action to resolve the problem.

eoMind detects network elements even when it sees a network element for the first time and if there is a problem, it will still surface a case. Older tools need to be told that a network node exists, is going live, and needs alarming setup

eoMind is helping fulfill regulatory reporting requirements on outages. For newly commissioned nodes or during upgrades by network equipment providers, the Operator needs to be able to report on any outages affecting large numbers of subscribers. Only eoMind detects these outages.

MTTR (mean time to resolve), as measured by the Operator was 30-45mins faster per issue. eoMind detected issues faster, in real-real-time, delivering a large reduction in the total number of subscribers affected.

eoMind also sees and flags issues that the legacy network tools are simply unable to detect.

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€300k Savings	45 Min Improvement	1 Week Intergration
MTTR	MTTR Per Ticket	Time to Value

Components of the Solution

Augmented Analytics, in Anritsu, is our use of machine learning which allows us to interact with the data stream organically. We can detect and highlight valuable or unusual trends.

eoMind works in real-real-time. As soon as a problem happens, we detect it. Other solutions may have to wait 5 to 15 minutes before detection with a further delay on any action.

Unique within eoMind is the autoconfiguration of alarming and thresholding. eoMind will collect data and learn what to alarm on with zero configuration. It is designed to be minimum configuration/zero-touch operation leaving skilled staff fixing problems rather than troubleshooting thresholds in alarms that may be misconfigured or misunderstood.

eoMind functions as an extra teammate by, in real-time, detecting subscriber-affecting issues and raising tickets for them with the drill-down already done and the likely root cause identified and next best action highlighted.

Looking Forward

Given the reduction in time to resolve critical subscriber-affecting issues and the increases in efficiency driven by the adoption of eoMind, this Operator is looking to adopt more NBAs (Next Best Actions). NBAs identify the remedial optimal action to be executed by the end-user to fix common issues.

The Operator expressed keen interest in volumetric analysis which will be able to detect signaling storms on all interfaces.

The Operator wishes to start exporting the data from eoMind to other parts of the organisation like Care and Marketing with an eye to personalized care and targeted marketing campaigns.

The Operator wants to continue working with the Anritsu team to help their own staff work smarter, reduce costs and optimize network management, and drive operational efficiency.

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