

## Aspire Technology

# AI Assisted Network Support

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Technical Solutions Group

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## Some of today's challenges



### **Growing network complexity**

New services with more multi-system and multi-vendor dependencies  
Increasingly complex network with unscalable support organization  
More complex and time-consuming troubleshooting and fault identification



### **User experience impact**

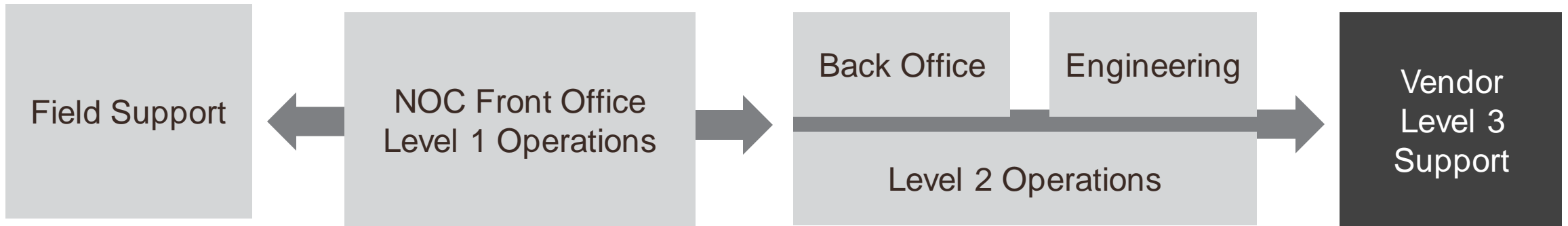
Services and network downtime caused by single nodes failure  
Reactive nature of network support internal setup and 3<sup>rd</sup> party services  
Inability to react on slow degrading trends and unknown performance patterns



### **Increasing operational costs**

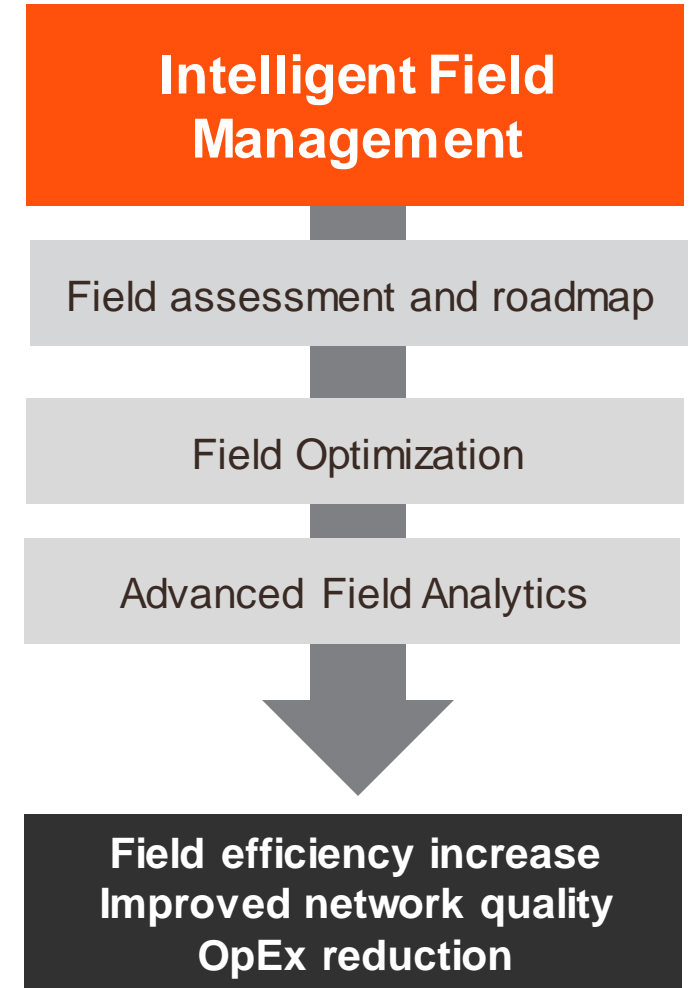
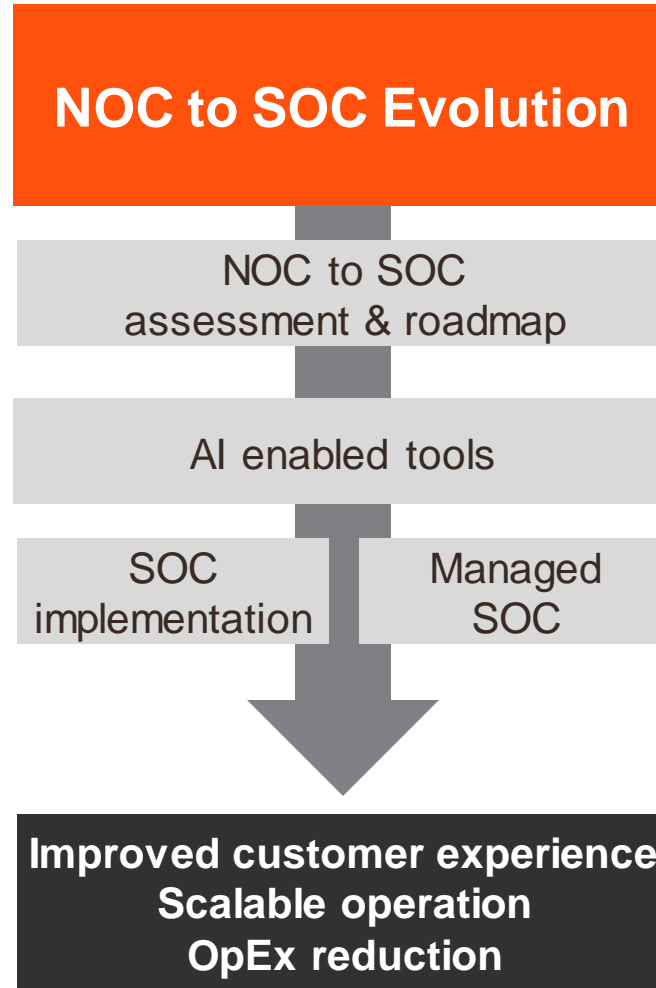
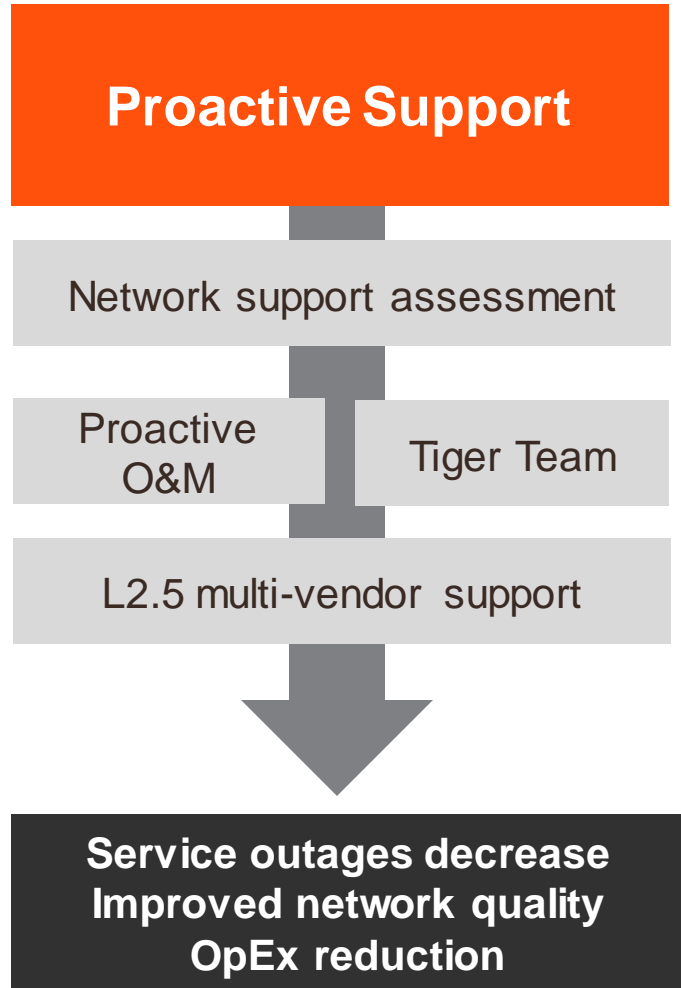
Increasing OpEx from multiple vendors network support  
Need for internal competence uplift for evolved network and new vendors  
Siloed organisations with no shared processes and tools

## Operations organization



## Aspire proposition

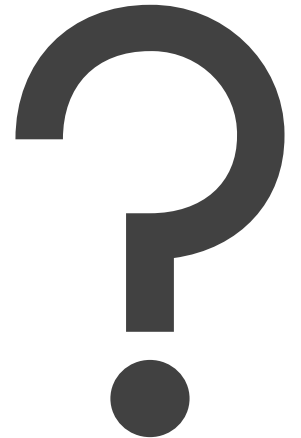




# Proactive Support

## What if you could in one go...

- improve customer experience and reduce churn
- reduce the number and severity of network incidents
- evolve from reactive to proactive operation & maintenance
- reduce overall network support spend
- free up resources for critical work like launching new services
- extract maximum value from FM/PM/CM data flows and all available tools
- have a single point of escalation and SLA for end-to-end multi-vendor support



Aspire can help with  
Proactive Support

# Proactive Support Executive Summary

- Reduces support costs significantly by introducing a one stop shop for multi-system & multi-vendor network support
- Our solution centralizes vendor management and inter-vendor troubleshooting
- It is built on proactive measures and leverages AI supported analytics to automate health checks, prevent network outages, resolve issues faster and substantially reduce dependency on traditional and costly Level 3 vendor support
- Aspire can support the operator in tailored support requirements, extending the MNO's support organization or as multi-vendor Level 3 Support

# Proactive Support Service Modules

## Network support assessment

- CSR Analysis & Vendor support analysis
- One time intervention for a specific pain-point
- Time to Resolution, Time to Find Faults
- Vendor compliance, recommendations, contract renegotiation support

## Proactive O&M

- Automated Health Checks & Audits
- Early detection of issues before they result in service outages
- Automated reporting for Actionable events

## Tiger Team

- Dedicated team of experts to network maintenance and support
- Proactive and continuous service & node health checks and audits including issues resolution
- End-to-end service & network investigations driving and resolving complex multi-vendor Issues
- Network interventions and integrations

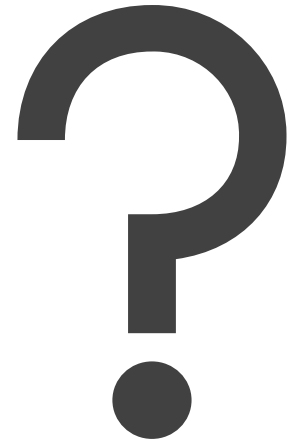
## L2.5 multi-vendor network support

- 24x7 Multi-vendor support, proactive monitoring
- Offload of CSRs/Tickets from vendors up to 98%
- Network interventions and investigations
- Automated Health-Checks & Audits

# NOC to SOC Evolution

## What if you could in one go...

- achieve true synergies between Performance Management, Field and NOC
- introduce service performance monitoring and move from NOC to SOC
- Increase people & tools efficiency using automation and AI
- have a business focused operation built around service performance
- grow internal competence with a truly committed partner



Aspire can help with  
NOC to SOC Evolution

# NOC to SOC Evolution Executive Summary

- NOC to SOC Evolution elevates operators' Level 1 support Network Operations Center (NOC) to the next level of the Service Operations Center (SOC)
- Introduce customer experience and service performance management into the front-office and back-office moving away from the traditional fault-oriented NOCs
- Aspire's services and tools include operation enhancement with single centralized view of the network and services, multi-NOC to global NOC centralization, systems/tools consolidation, process simplification and re-engineering using AI powered analytics to achieve optimal and cost-effective 24x7 network and service monitoring
- Aspire can support the operator in all phases of the SOC transformation journey including Managed Services of the SOC operation

# NOC to SOC Evolution Service Modules

## NOC to SOC assessment & roadmap

- NOC to SOC roadmap support
- Tool and resources assessment
- Identification of use-cases for initial automation (quick wins)
- NOC pain points identification and resolution

## AI enabled tools

- Enhanced NMS tools, Alarm Analytics/Visualization
- Service Performance and Customer Experience analysis tools
- Automation tools, AI powered analytics and Self-Healing
- Breaking Data Silos with multi-data analytics powered by AI/ML engine + Use Case Development

## SOC implementation

- NOC to SOC Evolution roll out and handover
- Alarm Reduction, Process Re-engineering and Tool integration
- Knowledge transfer and skill uplift
- Operations Handover after successful Service Level

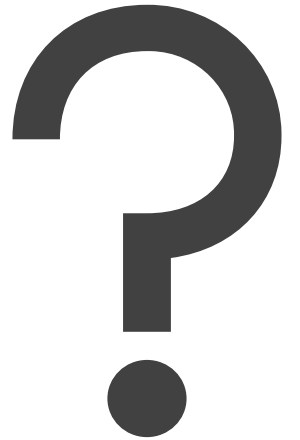
## Managed SOC

- NOC/SOC as a Service
- Front-Office and Back-Office Managed Services
- SLA (KPI/KQI) oriented Level 1 and Level 2 Operations
- Strong governance model, focus on business while keeping network under control

# Intelligent Field Management

## What if you could in one go...

- Increase efficiency of the Field Management by up to 30%
- Introduce Intelligent scheduling of Preventive and Corrective Maintenance
- Utilization of Geo-Fencing to manage Field Operations
- Have a more efficient use of people & tools using automation and AI
- Have a business focused operation built around service performance
- Grow internal competence with a truly committed partner



Aspire can help with  
Intelligent Field Management

# Intelligent Field Management Executive Summary

- Integrates field and SOC processes by using AI based analytics to implement intelligent preventive and corrective maintenance
- Optimizes the management the field teams through geo-based tools and mobile apps to optimize operation efficiency and reduce costs
- Auto-scheduling of field activities according to best routes and business priorities
- Centralize all field reporting directly from the mobile app into the central repository for Preventive and Corrective Maintenance
- Aspire can support the operator in the assessment and optimization of the Field Services

# Intelligent Field Management Service Modules

## Field assessment and roadmap

- Field Services Assessment
- Tool and resources assessment
- Identification of use-cases for initial automation (quick wins)
- Field pain points identification and resolution

## Field Optimization

- Introduction of Field Management Tools
- Intelligence based auto-scheduling and dispatching for Preventive (PM) and Corrective Maintenance (CM)
- Process re-engineering with overhead reduction on Field Management and NOC field support

## Advanced Field Analytics

- Combine Field and PM, CM, Customer information to introduce advanced Field Analytics
- Dispatching before issues happen
- Advanced Root Cause analysis

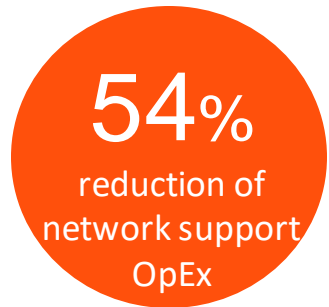
Talk to our network support specialists!

# AI Assisted Network Support

## Some of our recent results & references

We've been supporting our customers to:

- Reduce Network Support OpEx, boost internal competence and consolidate multiple vendors contracts
- Adapt processes and introduce proactive ways of working in a service-oriented NOC
- Reduce overhead in field management by introducing intelligence-based scheduling



Our customers:



aspire Perfecting  
Networks

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