

# AI-driven Telco Service Assurance & Automation Solution

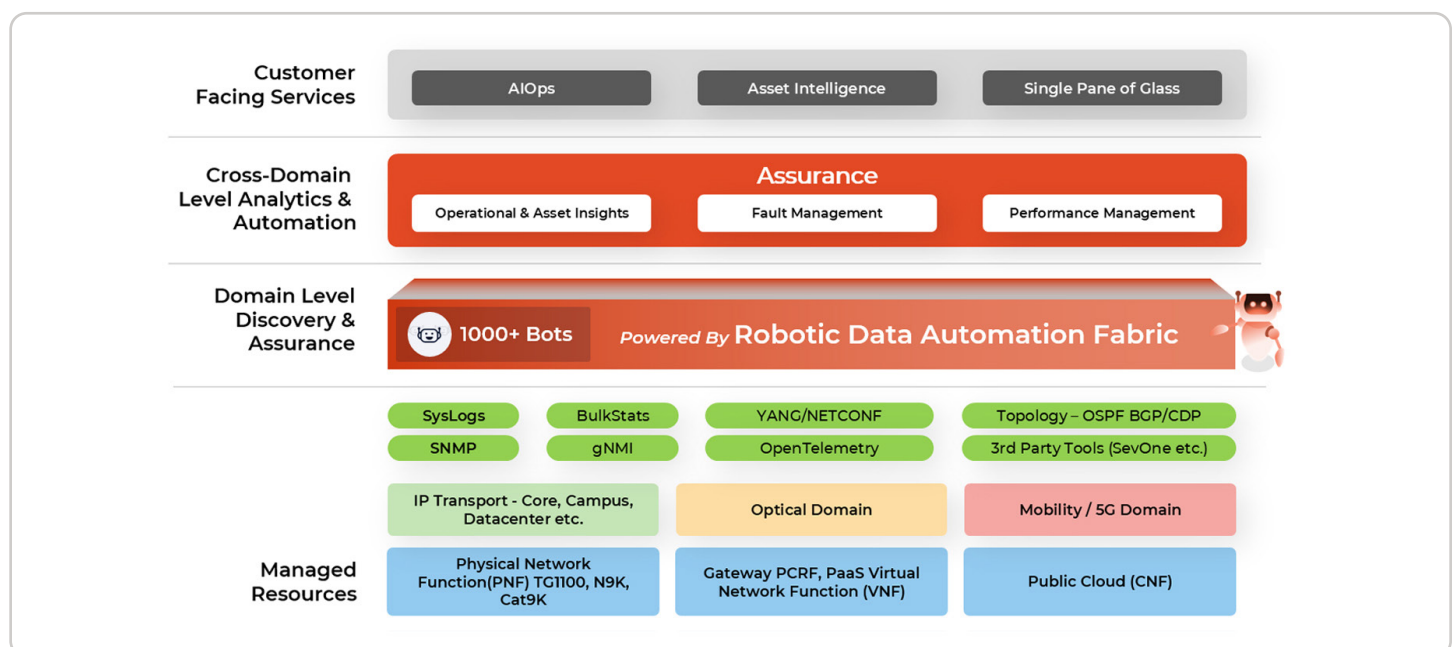
Digital-First Telcos are striving for service assurance, which has become the lifeblood for their business processes. But they are increasingly getting complex across legacy and cloud-native applications, multi-cloud distributed services, with the rise of edge and when leveraged with Kubernetes and microservices architectures. Service assurance needs full-stack observability; however, customers need an approach to tame the data deluge while enabling actionable insights. Full stack Observability is paramount to contextualize, automation, scale and instantly remediate the root cause while delivering business outcomes.

## Challenges

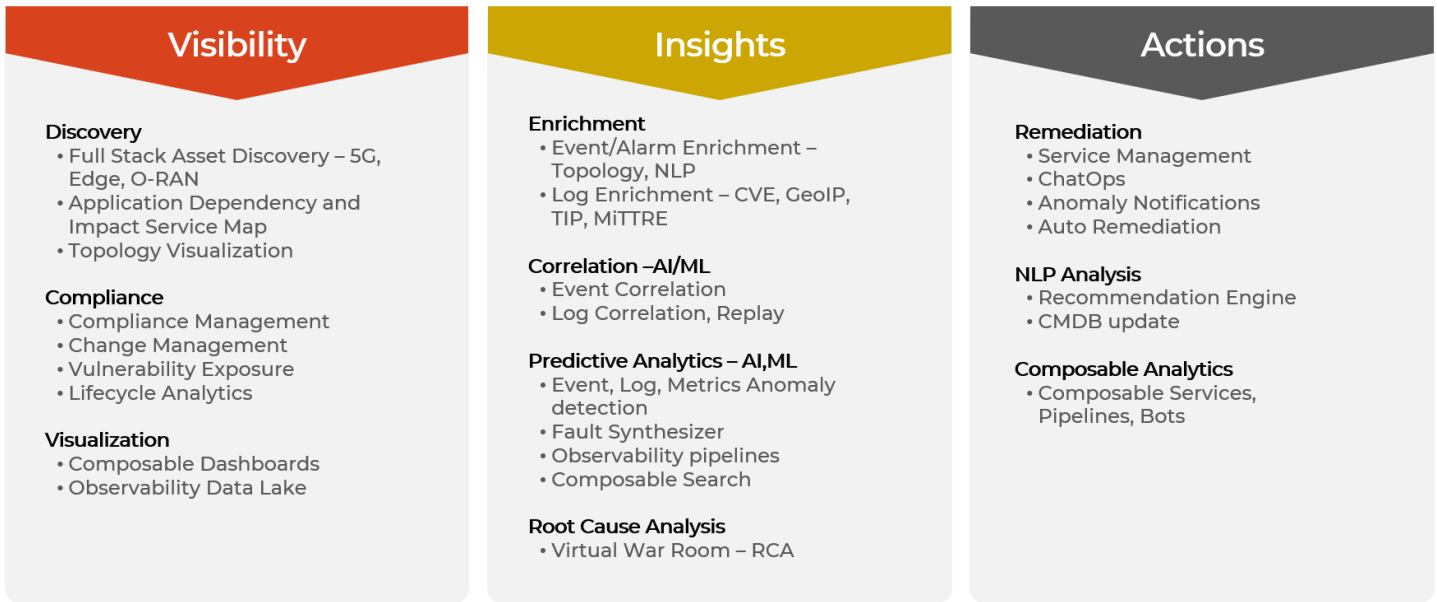
Modern Telco deployments are complex and need the service assurance solution to support many new requirements

- ▶ Support for multiple domains e.g. DC/Campus/ Cloud, Mobility, Optical, 5G, IP Transport, etc.
- ▶ Siloed tools, future-proofing, and support for new data types
- ▶ Support for build & run use cases – transformation & operations (FM, PM, etc.)
- ▶ Persona-based Single Pane of Glass across Domains
- ▶ Intelligent Analytics & Automated close loop automation for operational efficiencies
- ▶ Deployment flexibility – On-premises, Hybrid, or Cloud Native
- ▶ Multi-Vendor and Multi-cloud support

## Solution - Telco Service Assurance Reference Architecture



## Solution



## Use Cases

### Entire Tier1 Telco IT Network Infrastructure

- ▶ Alert Noise Reduction
- ▶ Incident Automation
- ▶ Performance Assurance
- ▶ Predictive Analytics
- ▶ Unified Visibility

### Optical Transport Network

- ▶ Alert Noise Reduction
- ▶ Incident Automation
- ▶ Performance Assurance
- ▶ Predictive Analytics
- ▶ Unified Visibility

### Bulkstats based Data Ingestion

- ▶ Performance Assurance
- ▶ Predictive Analytics

### GNMI based Performance Management

- ▶ Performance Assurance
- ▶ Predictive Analytics

### Replacement of Legacy Performance Mgmt. Tool

- ▶ Performance Assurance
- ▶ Predictive Analytics

# Value Proposition

## Fault Management

- ▶ Multi-layer visibility and monitoring
- ▶ Closed-loop automation, Root Cause Analysis
- ▶ Prioritized service impact. Suppress extraneous alarms

## Performance Management

- ▶ Real-time performance metrics and machine-learning baselining
- ▶ Anomaly and performance degradation detection
- ▶ Optimize resources and workloads

## Automated Root-cause & Service Impact

- ▶ Correlate services impact and isolate the underlying infrastructure problem
- ▶ Automatically suppress extraneous alarms

## Composable Analytics

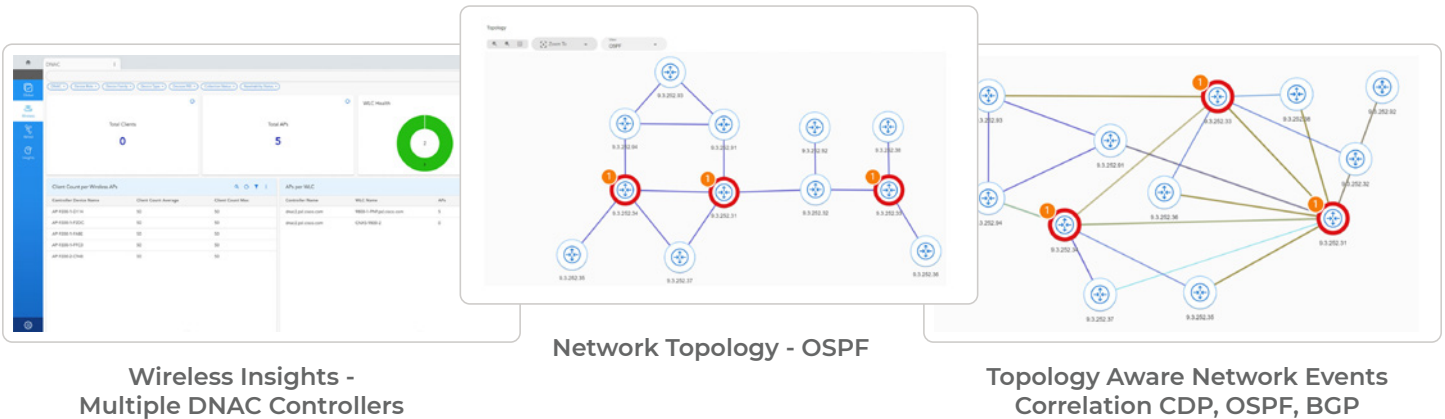
- ▶ Ability to ingest disparate data sources like SNMP traps, Syslog, GnMI, Bulkstats
- ▶ Automatically determine baselines and detect anomalies. ML-based analytics for deep actionable insights

## Single Pane of Glass, Composable Dashboards

- ▶ Rapid development of dashboards and reports to visualize data collected from all required sources (e.g. devices and controllers)

## Reliability, Availability and Scalability

- ▶ Active-active solution
- ▶ Ability to ingest millions of metrics
- ▶ Multi-tenant, microservices based architecture for on-premises, hybrid and cloud deployments



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