Fabrix.ai

Case Study

Modern AI-Powered Telco Service Assurance

Customer Profile

Customer is one of the largest Telecom service providers in the United States, with 100B+ revenue. In addition to the cellular services, the customer also provides Internet, TV/Video entertainment services, VPN services, leased lines and other enterprise managed network services to organizations both within the US and across the world.

Situation

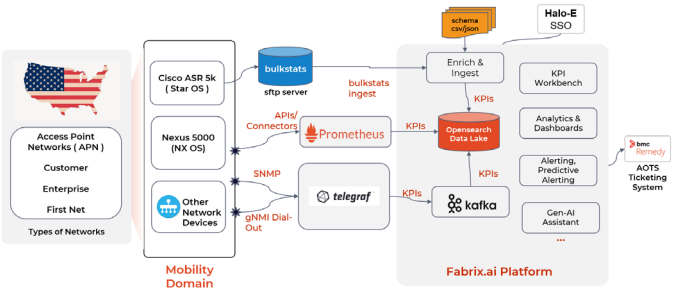
The customer is in the process of conducting a network refresh and migration of $300M worth network and other IT/Systems equipment. As part of the migration initiative, the customer also wanted Service Assurance of all the systems, along with more automated operational capabilities and a flexible solution that allows seamless integration with existing tools and processes, while allowing customization, rapid prototyping and new use case development.

Challenges

Lack of aggregate visibility and operational silos impacting decision making and new modernization initiatives. No cross domain operational intelligence (for example, between IT and Mobility domains). No reporting or collaboration between different teams, delaying new initiatives and missed opportunities. Limited assurance of core services. The Existing tool is built with legacy architecture.

Solution

The solution involved Fabrix.ai platform, with the Robotic Data Automation Fabric as the foundational technology to address customer's use case. The platform was deployed on-premises and started with a short pilot project where Fabrix.ai demonstrated Service Assurance capabilities within the Datacenter and IT domain, by discovering various IT and Network devices, and provided correlated operational intelligence across compute and network domains. Shortly after the pilot project, the project was approved for expansion to more than 30,000 assets in production.



As the customer realized the power of Fabrix.ai solution's modular and extensiblearchitecture - based on bots and pipelines, the customer platform's modular and field extensible architecture was realized by customer

Use Cases

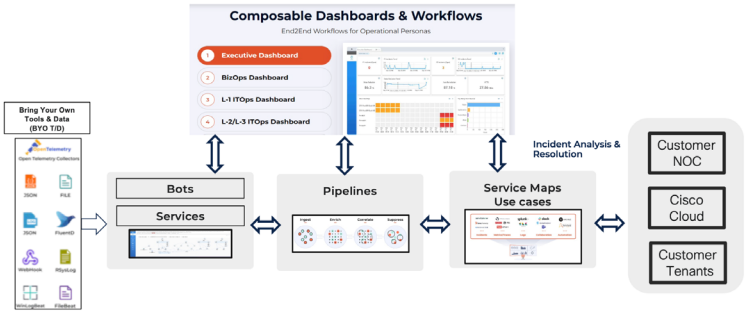
Customer started with initial use case of Service Assurance in IT/Data Center domain, but quickly expanded to the following use cases, leveraging the platform's modular and field extensible architecture

IT & Datacenter	Service Assurance for Entire IT (Campus + Retail Stores) Network Infrastructure	• Alert Noise Reduction & Incident Automation • Performance Assurance • Predictive Analytics and Unified Visibility
MNS MSP	Competitive against ScienceLogic	• Service Assurance for 400+ managed customers - under the Managed VPN, Cisco SD-WAN, VMware VeloCloud SD-WAN, Accedian
Network Security Tool Replacement	Replacement of legacy security visibility solution	• Improved visibility into Security infrastructure • Reduced MTTR for security incidents
Replacement for Internal Asset Tracking System	Replacement for homegrown network asset tracking tool. Competitive against ServiceNow CMDB.	• Improved visibility into all network assets across all organizations in

Optical Network	Service Assurance for Optical Transport Network	• Alert Noise Reduction & Incident Automation • Performance Assurance • Predictive Analytics and Unified Visibility
Mobility	Bulkstats based data ingestion and Performance Management of PCRF, GW and PAS	• Performance Assurance • Predictive Analytics • gNMI, gRPC
Return to Office (RTO) initiative	Unified Wired and Wireless network visibility and operational insights across Campus and DataCenter	• Single Pane of Glass dashboards and analytics • Integrating with 8+ Cisco DNAC controllers and Nexus Dashboard (NDFC) controllers.
Generative AI	Joint project with the partner, to meet customer's GenAI objectives	• Secure Generative AI solution to reduce MTTR • Get more insights into operational data

Modular and Extensible Architecture for Use Case Expansion - Bring your Own Tools & Data

Fabrix.ai Robotic Data Automation Fabric (RDAF) architecture is based on bots, pipelines and composable analytics architecture, allowing expansion for new use cases, enabling a Bring your Own Tools and Data (BYO T/D) paradigm.



Highlights/Key Capabilities

- Single Pane of Glass
- Service Assurance
- Fault Management
- Performance Management
- Inventory Management
- Capacity Planning
- Operational Insights
- Topology/Dependency Mapping

> *Fabrix.ai (Formerly CloudFabrix) platform has been a game changer for us. It's a single platform that gives us network visibility and control across domains, saving us millions. Plus, it integrates seamlessly with existing tools, making it easy to expand and manage our entire network ecosystem* - VP, IT and Network Services - Tier-1 Service Provider.

Value and Benefits

Full Command & Control
OrchestrationFault & Performance Management

Built to support BYO Tools & Data
Benefit from Power of Sub Domain Controllers. You like a tool keep it

Powerful Data Correlation Engine
Noise Reduction, Less Down Time
Increase MTTR, Higher Customer SAT

Development & Support
24/7 Follow the Sun

Modern Automation/Analytics
Not a Monolithic Built for Purpose ApplicationAgile upgrade capability

Designed to Easily Expand
Add new capabilities, ex. Probes not a problem Monetize part or all the platform

Optimized Performance & Scaling
Don't waste BW & storage on noise
Collect & report only the data you need

Future Proof
Upgrades new features at no cost

For more information visit:
www.fabrix.ai

To Request a demo or further queries:
fabrix.ai/request-demo