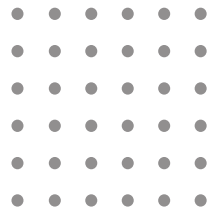


# Tier-1 Service Provider Transforms Network with Fabrix.ai Telco Service Assurance



## Situation

The customer is in the process of conducting a network refresh and migration of \$300M worth network and other IT/Systems equipment.

## Impact

The delay in resolving real alerts caused SLA breaches and end customer churn in the company. The IT team's productivity levels were also hampered.

## Resolution

Fabrix.ai offered a flexible automation and analytics platform supporting BYO Tools / Data and low-code development. It automates the entire network lifecycle - planning, certification, deployment, and operations - while offering orchestration, fault management, noise reduction, and performance optimization.

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.

## The Need

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.

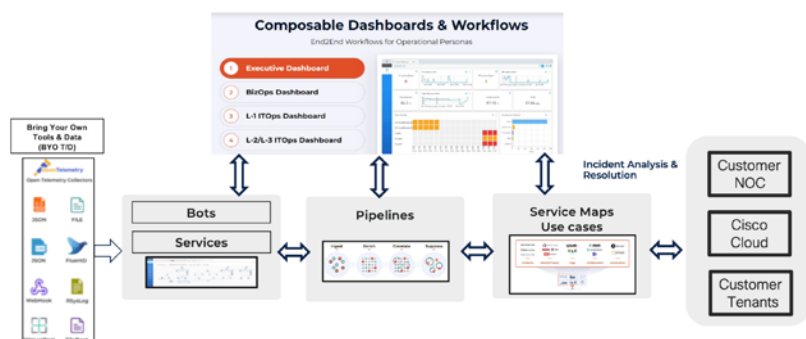
## The Solution

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 extensible architecture - based on bots and pipelines, the customer platform's modular and field extensible architecture was realized by customer.

### 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.



### Value and Benefits



#### Full Command & Control

Orchestration Fault & 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 Application Agile 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

## 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                     | <ul style="list-style-type: none"><li>Alert Noise Reduction &amp; Incident Automation</li><li>Performance Assurance</li><li>Predictive Analytics and Unified Visibility</li></ul>        |
| MNS MSP                                        | Competitive against ScienceLogic                                                                    | <ul style="list-style-type: none"><li>Service Assurance for 400+ managed customers - under the Managed VPN, Cisco SD-WAN, VMware VeloCloud SD-WAN, Accedian</li></ul>                    |
| Network Security Tool Replacement              | Replacement of legacy security visibility solution                                                  | <ul style="list-style-type: none"><li>Improved visibility into Security infrastructure</li><li>Reduced MTTR for security incidents</li></ul>                                             |
| Replacement for Internal Asset Tracking System | Replacement for homegrown network asset tracking tool. Competitive against ServiceNow CMDB.         | <ul style="list-style-type: none"><li>Improved visibility into all network assets across all organizations in</li></ul>                                                                  |
| Optical Network                                | Service Assurance for Optical Transport Network                                                     | <ul style="list-style-type: none"><li>Alert Noise Reduction &amp; Incident Automation</li><li>Performance Assurance</li><li>Predictive Analytics and Unified Visibility</li></ul>        |
| Mobility                                       | Bulkstats based data ingestion and Performance Management of PCRF, GW and PAS                       | <ul style="list-style-type: none"><li>Performance Assurance</li><li>Predictive Analytics</li><li>gNMI, gRPC</li></ul>                                                                    |
| Return to Office (RTO) initiative              | Unified Wired and Wireless network visibility and operational insights across Campus and DataCenter | <ul style="list-style-type: none"><li>Single Pane of Glass dashboards and analytics</li><li>Integrating with 8+ Cisco DNAC controllers and Nexus Dashboard (NDFC) controllers.</li></ul> |
| Generative AI                                  | Joint project with the partner, to meet customer's GenAI objectives                                 | <ul style="list-style-type: none"><li>Secure Generative AI solution to reduce MTTR</li><li>Get more insights into operational data</li></ul>                                             |



*Fabrix.ai 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.

For more information visit:

[www.fabrix.ai](http://www.fabrix.ai)

To Request a demo or further queries:

[fabrix.ai/request-demo](http://fabrix.ai/request-demo)



© Copyright 2015-2025