

Reducing network troubleshooting time for a large US Telecom using Incedo Lighthouse™

Key Challenges



- Lack of a robust system to correlate network events across different network elements
- High manual effort required to diagnose issues, delaying early detection and resolution
- Escalating network operations costs due to increased issue volume and customer-reported incidents

Business Solution



Reactive to proactive AI-based solutioning with Incedo Lighthouse™ – RCA & EWS

- Established KPI tree linkages across performance data, alarms, events, and tickets
- Correlated alarm events via ML-based causal modelling
- Isolated faults and root causes through anomaly detection and key driver analysis
- Delivered patterns and insights via curated engine

Business Impact



15-20%

reduction in Mean Time To Repair (MTTR)

10-15%

reduction in false positives via proactive EWS

7-10%

decrease in overall network operations cost



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