



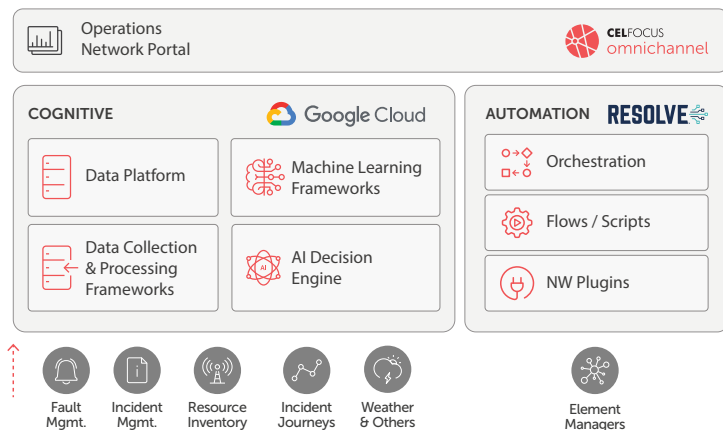
CASE STUDY

# Achieving Zero-Touch Service & Network Assurance

Vodafone partnered with Celfocus to transform the Global Network Operations Centre (GNOC) and deliver a Cognitive Intelligence Automation Solution (CIAS).

This digital transformation, driven by AI and Machine Learning Automation, focuses on end-to-end incident detection and resolution within the network.

The development of the solution has significantly advanced with the latest technological addition of Google Cloud Platform (GCP). This strategic move involved migrating the cognitive component, responsible for detecting network issues and their root causes, to the GCP cloud-native tools, thereby making it more accurate, efficient, and reliable.



## CHALLENGE

Vodafone wanted to improve operational efficiency, repurposing engineers to work towards more effective strategic activities, while reducing costs to manage a more complex network.

## SOLUTION

The Cognitive Automation Solution enhances operational efficiency by employing AI-driven tools and automation to autonomously manage discovery and resolution processes towards zero-touch automation. The solution provides relevant insights, augmenting human decision-making at scale through a unified front-end, thereby reducing the need for multiple intervention points and streamlining operational workflows. Currently, this solution covers RAN and Tx use cases.

## BENEFITS

82% Zero-Touch Automation

70% Event Noise Reduction

90% MTTD Improvement

2M Events processed per Day

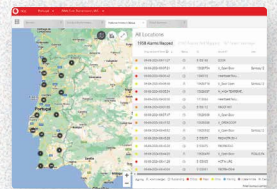
60 Incidents Automated

- Shorter MTTR through automated fault detection and resolution
- Improved NOC efficiency by reducing manual/repetitive tasks
- Workforce reskilling with cultural organisational shift towards proactivity

GCP enhancements:

- 70-90% increase in incident discovery speed, ensuring quicker response times.
- More accurate decisions through faster insights gained from real-time streaming processes.
- Improved user experience, achieved by enhancing query reliability.
- Elevated performance and scalability, facilitated by native cloud capabilities.
- Higher confidence among development teams, leading to a swifter time-to-market.

Monitoring  
Network Status



Automating  
Processes & Tasks



Measuring  
Performance



## INTEGRATIONS

Hewlett Packard  
Enterprise

bmcREMEDY

ERICSSON

HUAWEI

COMARCH

NOKIA



WWW.CELFOCUS.COM