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## HPE GreenLake for Networking: AI-Powered Managed Services

**What if your network could think, act, and heal itself before you knew there was a problem?** At HPE Aruba Networking, we have turned this question into reality by reimagining Managed Services through the lens of AI.

Today's enterprises demand always-on connectivity, minimal overhead, and agility. Our AI-powered NaaS (Network as a Service) platform is built to deliver exactly that. At the core of our approach is the **Intelligent Operations** model - a codified, AI-assisted reasoning engine that continuously monitors, interprets, and acts on real-time network telemetry at scale. This model powers a shift from reactive to proactive, preemptive, and ultimately predictive network management - enabling superior service reliability, reduced mean time to resolution, and enhanced user experiences.

These Intelligent Operations capabilities are delivered through our **HPE GreenLake for Networking (NaaS)** offering, that allows enterprises to consume networking infrastructure through a flexible, subscription-based model, removing the complexity of traditional lifecycle planning and capital budgeting. As a Managed Services Provider (MSP), we take full ownership of customer environments, delivering outcomes through our 24x7 Network Operations Center (NOC).

We have embedded AI across the value chain of our NaaS platform, delivering distinct innovations:

1. **AI Assisted Network Design:** Learns from historical designs to generate architecture documents for new customers, which are then validated by network architects, reducing onboarding time and manual effort.
2. **Security Advisory Automation:** Leverages AI to match device configurations with relevant firmware advisories, providing tailored, real-time security recommendations while reducing manual analysis.
3. **Configurable Rules:** Empowers enterprises and MSPs to define alerts, SLAs, and escalation logic in business terms - aligning AI with operational priorities.
4. **Global Search:** A multi-domain, AI-driven search engine built on NLP, ML, and fine-grained access control, enables contextual responses to natural language queries and drastically reduces data retrieval effort.
5. **Agentic AI:** Our next-gen AI system that **perceives, reasons, acts, and learns**. It builds troubleshooting plans from real-time network states, automates low-risk actions, and learns from feedback. The AI Twin acts as an intelligent co-pilot for our Tier 1 NOC engineers, accelerating resolution and minimizing escalations.

To support our AI transformation, we have evolved our team structures by integrating automation engineers into the NOC and delivery teams, ensuring AI is not just a tool, but a core part of our service delivery strategy.

### Impacts and Results

In a recent example [Figure 1], our NaaS platform processed over 2.5M alerts with only **0.08% requiring human intervention**. Where traditional NOC models often collapse under the weight of alert floods, we have flipped the paradigm, transforming noise into insight. This is not just operational efficiency – it is a bold step towards **self-healing networks**, leaner support models and frictionless user experiences.

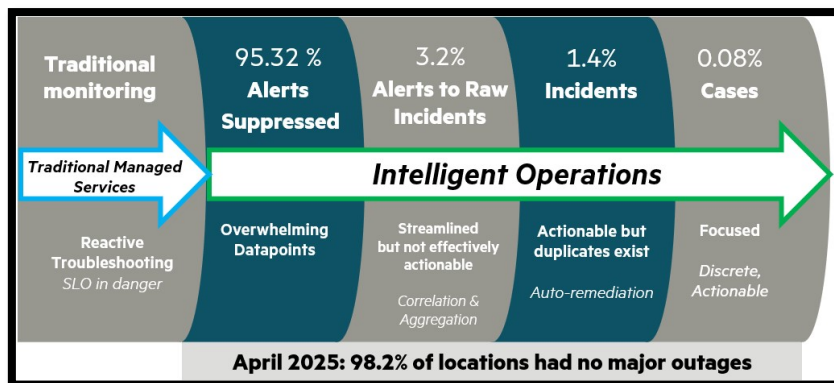


Figure 1 – AI Driven Automation for NaaS

Strategic Outcome	Business Impact and Results
<b>Cost Efficiency</b>	NOC added new customers without increasing headcount; automation alone cut staffing forecasts by <b>61%</b> , improving margins in double digits.
<b>Proactive Delivery</b>	Case volume dropped <b>43%</b> (2023–2025) despite a <b>54%</b> increase in managed devices.
<b>Operational Resilience</b>	Tier 1 engineers resolved <b>90% of incidents</b> without escalation, supported by AI driven diagnostics.
<b>Maximized Uptime</b>	<b>98%</b> of customer sites experienced no major outages due to proactive monitoring and auto-remediation.
<b>Scalable Governance</b>	AI aligned to enterprise policies, enabling configurable alerts, SLAs, and lifecycle controls via self-service dashboards.

## Customer Centric Approach

HPE's NaaS platform was born through a strong, collaborative partnership with our earliest customers. Co-innovation allowed us to build the initial platform around real-world needs - not assumptions. AI at HPE Aruba Networking is designed with the customer at the center.

1. **Global Search**, built using NLP, ML, and AI, intelligently interprets user queries across diverse data domains with high accuracy and speed, reducing user effort and enhancing the user experience.
2. **Personalized Alerting** provides alert tuning for enterprise and MSPs to define their own logic, SLAs, and resolution paths - aligning AI responses with business intent.
3. **Self-Service** capabilities such as guided onboarding, BYOD (Build Your Own Dashboards), ITSM and lifecycle workflows give customers control, with low touch and built-in auditability.

Continuous feedback loops with customers, NOC, field engineers, and customer success managers drive iterative improvements, ensuring the platform evolves with user needs.

## Execution and Implementation

Our innovations are executed through a modular, cloud-native, and **AI-first architecture** integrated directly into our service delivery stack. However, scaling AI across our Managed Services has been a complex journey. Recent advancements in Large Language Models (LLMs), particularly in Tool Selection Quality (TSQ) have enabled Agentic AI to autonomously plan and execute tasks. While this unlocks powerful new capabilities, it also introduces a unique set of challenges.

1. **Customer Data Privacy**: We built an in-house data masking and tokenization layer, ensuring that no customer-sensitive data leaves our Virtual Private Cloud (VPC).
2. **Context Mastery**: A key decision was how to train models for our domain, since LLMs are typically built on broad, public data. We chose **in-context learning** over model fine-tuning to avoid the risk of high computational costs, overfitting and brittleness. The in-context learning approach ensured relevant, real-time context retrieval and is backed by our **data platform**, which cleans and prepares vast amounts of telemetry and historical issues data to ensure high quality input for AI analysis.
3. **Consistency**: Achieved through carefully crafted dynamic prompts and contextual grounding checks to deliver stable and repeatable outputs.

## Conclusion

At HPE Aruba Networking, AI is the backbone of our managed services strategy. As we look ahead, we remain committed to pushing the boundaries and driving the transformation to autonomous, self-healing networks.







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