

Unprecedented Uptime with AIOps Platform ZIF

for a Leading Telecom Infrastructure Company

Customer Overview

The customer is a leading telecom infrastructure company in India, providing essential passive infrastructure services to major telecom operators. With an extensive network of 189,000 towers and 339,000 co-locations, they support reliable communication services across all 22 telecom circles in India. Their commitment to excellence makes them a trusted partner in the telecommunications industry.

The Business Situation

The customer faced challenges with detecting and responding to issues promptly, leading to downtime and service disruptions. Manual labor and lack of automation hindered scalability and insights for informed decisions. They needed an affordable solution to revolutionize IT operations, promote efficiency, and ensure high availability.

The Solution

Implementation of proprietary AIOps Platform ZIF empowered the customer to embark on a digital transformation journey that helped drive high reliability, data-driven decision making, enhanced user experience, and optimal costs. ZIF was deployed on-premises to handle devices and applications across geographies to cater to diverse business needs. ZIF delivered the following key features and capabilities:

- Auto-discovery and mapping of 1500+ devices, workflows, servers, etc.
- Supervised and unsupervised ML algorithms for valuable insights
- Holistic enterprise view for all stakeholders
- Automation bots for identified use cases
- Agentless automation scripts
- Scheduled/ on-demand execution

Challenges

- Immediate need for a unified view of entire IT landscape
- Inability to predict potential failures proactively
- High manual effort, no automation to resolve incidents
- Inability to locate hotspots in applications, servers, databases, and networking layers
- No correlation of events and faults
- Lack of a proactive approach to remediate issues

Solution Highlights

- Auto-discovery and mapping of IT assets
- Automation bots for several use cases
- Availability, performance, and configuration management for all environments
- Unified dashboard integrating data from various monitoring tools
- Alert/ event/ log correlation for precise analysis
- Predictive analytics for potential failures and performance degradation
- Prediction of bandwidth utilization and server performance
- Integration with existing CMDB and IT management tools

Solution Outcomes

- 99.99% application uptime reliability
- Detection of high-impact incidents in advance with over 90% accuracy
- Reduction of high-impact incidents quarter on quarter by 10%
- Faster incident resolution via automation bots