

Intelligent network operations center improves network availability and reduces operating expenses



Digital Case Study Awards 2022

Communications

DACH



Opportunity

Telefonica Germany GmbH wanted to lead the German telecommunications market by offering higher 5G coverage.

However, massive 5G rollouts would negatively impact their bottom line. Reactive field maintenance with manual analysis of network issues proved especially expensive, and involved stringent SLAs.

Telefonica was seeking a solution that would allow them to keep these costs in check, while expanding their approach towards autonomous networks

Imagining IT Differently

Telefonica partnered with Tech Mahindra, who developed and scaled a closed loop network operation in 2 phases:

- Demonstrated quick wins by building a network anomaly detection system which could detect fault patterns in real time, notify operators and generate tickets.
- Introduced AI-based maintenance that could predict network issues and trigger preventive actions to resolve them

This work leveraged Tech Mahindra's Makers Lab, proprietary AI and analytics platform, and experience managing ecosystems.

Future Made Possible

Tech Mahindra's solution is multi-vendor, domain and technology compatible. It supports legacy and virtualized networks. It is slated to reduce network operations cost within the first year of operation.

The predictive algorithm has a lower hardware requirement and reduced unnecessary truck rolls, thereby contributing to a reduced carbon footprint while scaling 5G deployments.

According to ISG, this case study is an example of a client leveraging a provider's experience and IP.