

Airtel's Network Transformation: Enhancing Network Visibility and **Cutting Costs by 40%**, and **Boosting Productivity by 30%** with **Infraon OSS Solution**



Company

Airtel

Industry

Telecom

Solution

Infraon OSS

Vertical

IT Services

Company KPI

Ranked in "50 Best Companies to Watch 2018" by The Silicon Review

Rated as one of the "25 Most Promising IT Services Solutions Providers - 2017" by APAC CIO Outlook

About the Client

Airtel is India's leading Information and Communication Technology (ICT) services provider, trusted by enterprises, governments, carriers, MNOs, and small businesses. Their offerings include voice, data, cloud, security, IoT, and more. With a focus on user experience, 24/7 availability, and top-notch service quality, Airtel delivers a diverse portfolio.

They aim to push boundaries in digital service delivery and remain committed to innovation, making them a transformative force in the industry.

The Need

Before deploying Infraon OSS solution, Airtel relied on manpower to manage the complete network of different technologies and vendors. They need a system that provides real-time visibility across their extensive network, caters to diverse monitoring requirements (including health, link status, traffic, COS, QOS), and seamlessly integrates with multiple sub-systems for analytics and correlation within Airtel.

Also, they are on look out for a solution that can streamline operations, automate processes, and significantly manage the complex network infrastructure.

Challenges

- Handling a massive number of links (almost 100K) across diverse technologies/products
- Coping with a high volume of alarms/events, demanding significant manpower
- Dedicated manpower for provisioning links to monitor systems
- Lack of real-time network visibility
- Complexity of integrating with multiple Airtel subsystems for analytics
- Tough to manage various monitoring needs (health, link status, traffic, COS, QOS)

About EverestIMS

EverestIMS Technologies Pvt. Ltd. (Everest) is a leading software company – offering IOTM, AIOps and Telecom OSS solutions. Backed with rich market experience in the I&O, AI, IoT, and digital transformation space, Everest has widespread global footprints through its focused product portfolio. We specialize in providing integrated IT solutions, IT operations, and IT infrastructure to empower corporations, enterprises, and telecoms to deliver future-ready services to end-users.



What Infraon OSS Offered

- ✔ Deployed **Infraon OSS** – a single system to oversee Airtel's diverse network technologies and vendors
- ✔ Actionable event pattern analysis to filter known events, preventing unnecessary alerts and streamlining notifications
- ✔ Integration with inventory management system and ticketing system
Effective device health, link health, site health and link performance monitoring
- ✔ Fully automated workflow for link provisioning, reducing the need for manual intervention
- ✔ Instant portal access to real-time link data, helping prioritize business improvement over query handling

Results



25% - 30%

Productivity increased



30% - 40%

Reduced cost spent on IT



50%

Reduced tickets



50%

Reduced Noise



Benefits

1

Reduced manual efforts during link provisioning

2

Providing portal access to 400+ corporate customers

3

Improved operational analysis

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Office Locations

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