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THE FUTURE NETWORKS OPERATIONS CENTER (NOC) STARTS WITH INTELLIGENT AUTOMATION



As Telecoms look to embrace innovative technologies such as 5G and IoT, the promise that they bring to the business and their customers are huge: Better coverage, higher speeds/density all which relate to an expansion of revenue generating services. Telecoms are betting on these new technologies to differentiate themselves, solidify their business and bring them into the future. This promise of new technology also brings the complexity of deploying as well as the cost of deployment. Managing 5G and IoT and the new services they bring alongside an already existing network is also a challenge. Adding to all of this is pressure is to maintain customer expectations for both the new services and the existing ones as well. In such a competitive business, the last thing a telecom wants is a series of network outages.

How do Telecoms address this challenge? It all starts with examining the central element in the network, the Network Operations Center or NOC. Looking at how the NOC is run today and looking at how it can be transformed for the future. The NOC of today is technology focused. Technicians are inundated with information, such as alarms, performance measures, network topology, network and service transactional data to name a few. They lack an effective way to diagnose and resolve issues quickly. In fact, analyzing and identifying the problem is one of the highest time-consuming aspects in the NOC.

In the interim, Mean Time To Repair (MTTR) is affected, impacting network and service availability. This has a direct effect on operational efficiency and customer satisfaction related to service levels and in a competitive business, it is very important to maintain the customer experience.

The Network Operations Center is a prime candidate for Intelligent Automation.



“Tomorrow’s network operations center will have only a man and a dog, the man will be there to feed the dog, and the dog will be there to make sure the man doesn’t touch any of the computing systems.”

–George Glass, VP of Architecture & APIs, TM Forum*

** Inform Magazine, “Automation is mandatory for 5G – the question is how?”, Sept. 2019*

How can Blue Prism Help?

Blue Prism is not at the stage where our solutions can offer a canine. However, the spirit of this quote is true. The key to the NOC of future starts with Intelligent Automation. Intelligent automation is business-developed, no code automation that pushes the boundaries of RPA to deliver value across any business process in a connected enterprise. It is intelligent Automation that fuels the Digital workers decision-making skills by integrating Artificial Intelligence. Blue Prism can offer an automated NOC/SOC solution that that uses digital workers that have advanced skills such as rules-based thinking through AI and can incorporates cognitive capabilities. Your valued employees will work alongside your digital workers, while gaining back time to focus on more strategic, meaningful work. Through Intelligent Automation, Blue Prism can provide the NOC of future with the following capabilities:

Analytical: Analyze the incoming events and determine patterns that are actionable and automatable.

Cognitive: Identify the right resolution, based on various sources of structured and unstructured data (historical alarms, performance data, service tickets, vendor manuals, methods and procedures, public/private knowledge bases). Create the knowledge base that drives the hypotheses for recommendations, including self-learning and continuous improvements.

Intelligent Digital Worker: Once the right resolution is determined by way of Intelligent Automation Digital Workers can trigger how this resolution is executed and implementation. When new services or new technology is introduced, the capabilities of the digital workers can easily be expanded and will not new programs and extensive coding.

KEY SUCCESS INDICATORS

MTTP (Mean Time To Repair) REDUCTION

- Leveraging Intelligent Automation as part of a cognitive NOC solution can improve MTTR by more than 40%

SUPERIOR USER EXPERIENCE

- An optimized NOC plays a huge role in ensuring a positive customer experience.

AUTOMATION SAVINGS

- Reduce operational costs by 25-30% with AI further enabling efficiency.

Additional ROI metrics

- First-time resolution
- Reduced ticket escalations
- Service-level compliance
- Network/service availability
- Reduced dispatches
- Improved brand value/NPS
- Reduced support engineer training
- Reduced hand-off time from
- Engineering to operations, improving time to market





Summary

As Telecoms move to the future with new technology such as 5G and IoT, they are expecting these technologies to solidify their business by generating new services and increasing revenue. However, to ensure that these promises hold true, they must look to Network Operations Center and use Intelligent Automation and to bring the management of these new services (and the existing ones) to the future.

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Blue Prism is the global leader in intelligent automation for the enterprise, transforming the way work is done. At Blue Prism, we have users in over 170 countries in more than 2,000 businesses, including Fortune 500 and public sector organizations, that are creating value with new ways of working, unlocking efficiencies, and returning millions of hours of work back into their businesses. Our intelligent digital workforce is smart, secure, scalable and accessible to all; freeing up humans to re-imagine work.

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