GISUAL

DIAGNOSE OUTAGES WITH AUTOMATION

CORRELATE ISSUES TO OFF-NETWORK EVENTS

Gisual pioneered AI-based outage intelligence technology to diagnose off-network outages with automation.

Gisual is the global leading company in remotely diagnosing power outages.

99%
accuracy in diagnosing power outages, validated by third parties

120k+
monthly manual tasks replaced by automated diagnosis

80%
of the Fortune 500 Telecommunications companies currently use Gisual

63
customers served by a global sales and operations team

100%
global utility coverage for power outages

Our customers

GENERAL DYNAMICS   altice   zayo®   Frontier COMMUNICATIONS   LUMEN®   at&t   windstream.   brightspeed

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Multiple times a day, service providers suffer off-network outages that their networks and customers depend on.

The two biggest culprits of these issues are power outages and fiber cuts. Technicians must triage the root cause of each outage by manual processes, including physical site visits, to gather the information needed to kick off the proper workflow.

This process takes 20 minutes to correlate an issue to a power outage root cause.
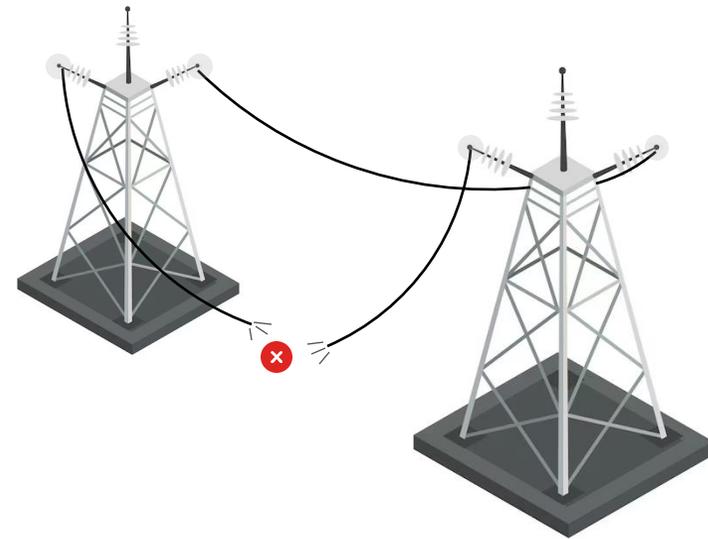
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The slowest part of a network diagnostics process is checking for off-network outages as the root cause of the problem.

22%

of network outage root cause is from a power outages
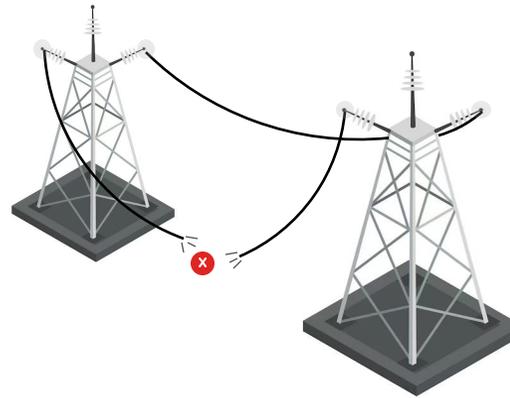
Gisual provides one API for all power outages.

Gisual diagnoses and correlates power outages with automation. This solution uses AI to automate tasks for technicians.

Gisual's address-level data feed uses AI to **diagnose power outages** down to the address, on average in less than three minutes.

Gisual's power outage API will diagnose and correlate power-related tickets with automation. This will **eliminate the manual triage process** to diagnose and correlate tickets to power outages, deliver **estimated time of restoration (ETR)** for all power outages to plan field activities (generators placements), improve **mean-time-to-repair for real issues,** and **reduce non-productive dispatches.**

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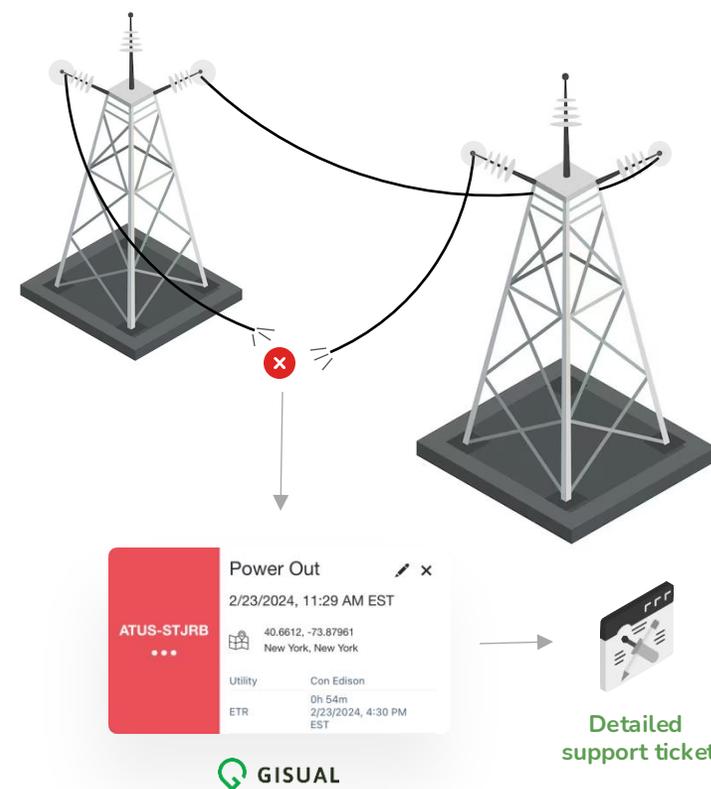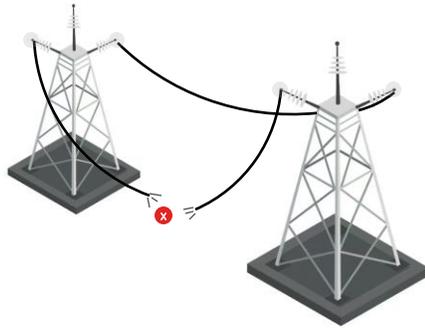
Power Outage
impacts a site

Alarm
with Network
Monitoring System

- Power status (off/on)
- Estimated time of restoration.
- Real-time updates

- Update when power is restored or ETR changes

Ticketing System

Query

Determine if the alarm is
caused by a power outage

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Power Outage
Intelligence