# AUTOSPHERE

# TELECOM NETWORK OPERATIONS

M.M.

# INTRODUCING AUTOSPHERE

Autosphere is an advanced telecom automation platform that enables the automation of manual, repetitive and rule-based tasks. Automations deployed through Autosphere can take care of such tasks and thereby improve productivity, service delivery and efficiency.

## AUTOSPHERE IN THE TELECOM INDUSTRY

There are several processes in the telecom industry that can be automated, such as: service fulfilment, service assurance, billing, revenue management and many more. Autosphere enables telecom companies to deal with any rule based operational process - so you and your teams can focus on more meaningful work.

There are four areas primed for automation where Autosphere can make a huge difference.



**ACCOUNT MANAGEMENT**

Enable transparent and agile account management
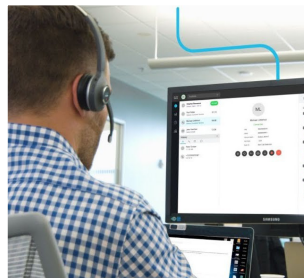


**CONTACT CENTER**

Drive higher customer satisfaction



**NETWORK OPERATIONS**

Strengthen and support network operations
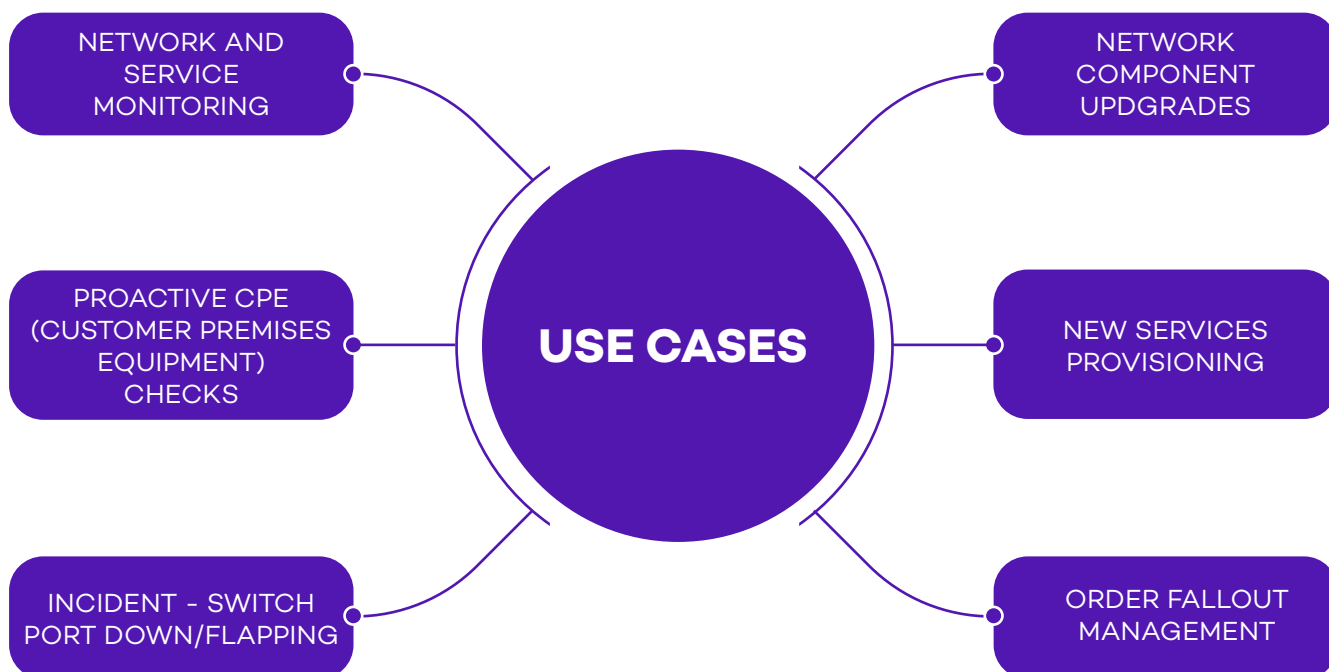


**BUSINESS SUPPORT FUNCTIONS**

Streamline the functions which include:
-HR
-IT
-Finance & Accounting

Autosphere is so flexible that you can enjoy the benefits of automation right away. It takes care of all the heavy-lifting for you and there's no need to make costly and lengthy changes to your existing infrastructure.

# TELECOM NETWORK OPERATIONS WITH AUTOSPHERE

BSS/OSS transformation programs are among the most challenging activities a telecom company may need to perform. There are several critical tasks that need to be handled through this journey and they need to be conducted in complex network environments.

Autosphere can ease the workload and make the transition easier. Our bots will manage component upgrades, monitor network coverage, automate your ticketing systems and manage remote fault diagnostics proactively to ensure business and network continuity though the transformation process.

## USE CASES

- NETWORK AND SERVICE MONITORING
- PROACTIVE CPE (CUSTOMER PREMISES EQUIPMENT) CHECKS
- INCIDENT - SWITCH PORT DOWN/FLAPPING
- NETWORK COMPONENT UPDGRADES
- NEW SERVICES PROVISIONING
- ORDER FALLOUT MANAGEMENT

# NETWORK OPERATIONS METRICS
# THAT AUTOSPHERE IMPACTS

## Operational Costs

Cost of Operational Systems

Cost of Support Systems

Product / Service Configuration time

Product / Service Resource Provisioning time

Network Utilization (Percentage of blockage, Percentage of Service Unavailability, Packet loss)

Billed Inventory Accuracy

SOM fulfilment rate

## FTE savings (Operational Workforce)

Product / Service Configuration time

Product / Service Resources Provisioning time

Fallout Rate

FTE for network monitoring, management and reporting

Billed Inventory Accuracy

SOM fulfilment rate

## Network Availability

Downtime

Fallout Rate

Network Utilization (Percentage of blockage, Percentage of Service Unavailability, Packet loss)

# USE CASE – AUTOMATED NETWORK INVENTORY RECONCILIATION

AUTOSPHERE

## PROBLEM

Traditionally, field technicians work with customer service representatives to update network side changes and work with provisioning and activation teams for order completion. These manual activities are time-consuming, error-prone, and it takes several hours, or even days, to see changes reflected in the BSS Inventory. Often, these network changes are not updated at all, and this causes obvious data integrity issues.

## THE SOLUTION

Autosphere's bots can monitor changes in network inventory (master data) and update downstream systems in real time.

## OUTCOME

**80%** FTE reduction          **90%** error reductions

Robot checks CRM for CPE replacements requests

Robot will identify usernames along with CPE profile

Search and gather username along with CPE profile from CPE monitor system

Data discrepancy found?

NO

YES

Update the BSS inventory from the CPE monitor system's data