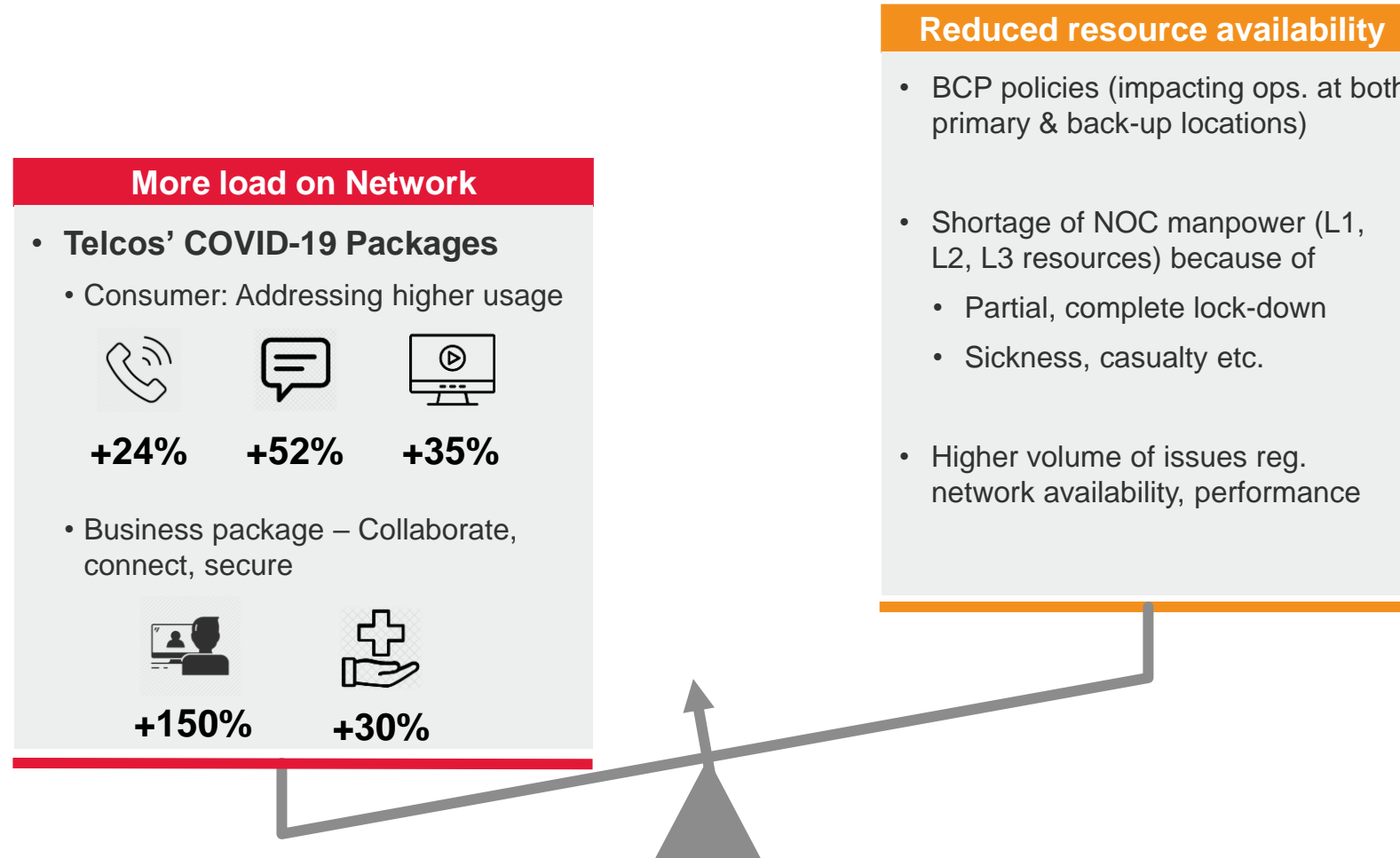# COVID19 - Virtual Operations Workforce (VOW) solution

Tech Mahindra approach

COVID-19 has created unprecedented scenario for Telcos' to manage its Operations ..

…Which if not handled well could lead to severe impact on business because of fall in network availability and performance

THE PARADOX …

More load on Network

- **Telcos' COVID-19 Packages**
  - Consumer: Addressing higher usage

  +24%   **+52%**   **+35%**

  - Business package – Collaborate, connect, secure

  +150%   **+30%**

Reduced resource availability

- BCP policies (impacting ops. at both primary & back-up locations)

- Shortage of NOC manpower (L1, L2, L3 resources) because of
  - Partial, complete lock-down
  - Sickness, casualty etc.

- Higher volume of issues reg. network availability, performance

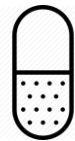✅ Increased No. of Events / alarms (in operations)

✅ Reduced availability of L1, L2, L3 Workforce for operations

✅ Client managing its own Network, Infra or IT operations internally

✅ Client's Network, IT, Infra operations handled manually (without automation)

✅ Client needs a stop-gap solution for handling operations during emergency (e.g. COVID-19)

IF YES, THEN WE CAN HELP CLIENT WITH OUR VOW SOLUTION TO MANAGE ITS OPERATIONS!

… Leveraging TechM's Cloud based VOW solution to **augment** the workforce

FEATURES

Quick Pack *(short term)*

- Automated monitoring of Critical / P1 Events, triaging
- Automated Ticket creation for events
- Automated Ticket assignment to appropriate L2 teams / workgroups

Salient Points of TechM's VOW Solution

READINESS

✓ Ready To Deploy solution (on cloud)

✓ Delivery readiness

CREDIBILITY

✓ DEMO Demo (of use case)

✓ References (for solution)

BENEFITS

$

Medium
Low / High
RISK

✓ **High performance**
(Ensure min. impact on operations because of COVID-19 lockdown)

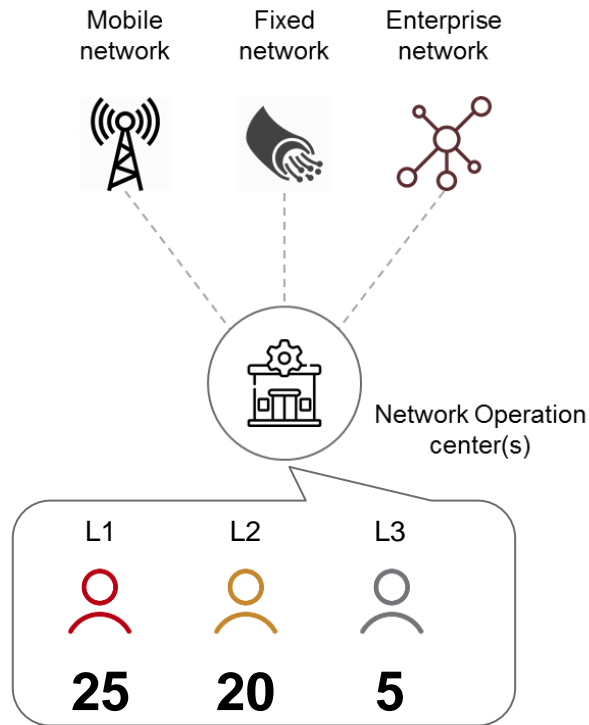✓ **Cost effective solution**
(pay-as-you-use; Op-Ex only model)
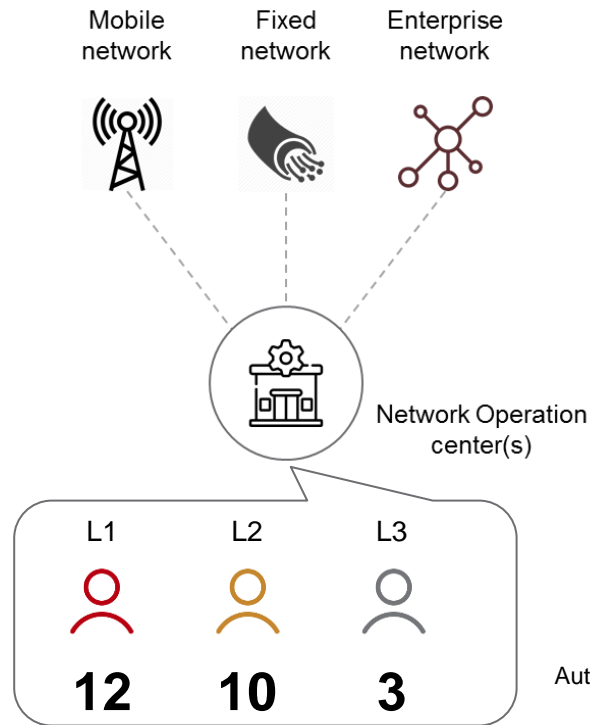
✓ **Low Risk solution**
(no direct access to Network, Infra)

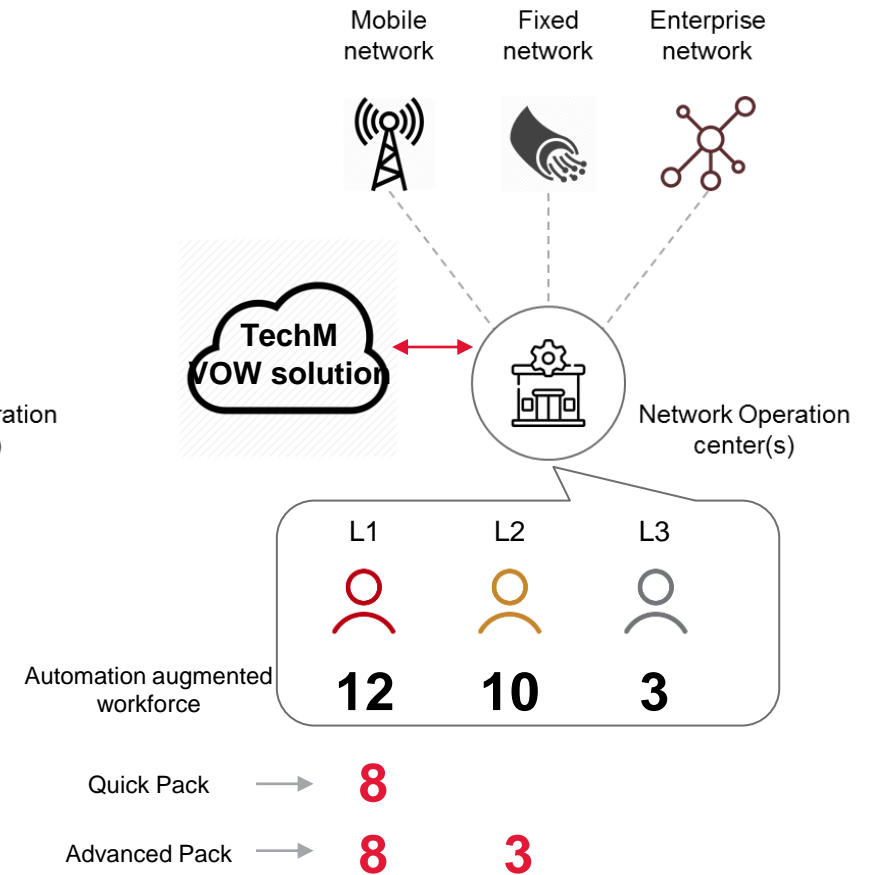# Impact of TechM's VOW solution in Emergency Scenario (COVID-19)

SCENARIOS

NORMAL

Mobile network Fixed network Enterprise network

Network Operation center(s)

L1   L2   L3

25   **20**   **5**

COVID19
(without Automation)

Mobile network Fixed network Enterprise network

Network Operation center(s)

L1   L2   L3

12   **10**   **3**

COVID19
(with Automation)

Mobile network Fixed network Enterprise network

TechM VOW solution

Network Operation center(s)

L1   L2   L3

Automation augmented workforce   **12**   **10**   **3**

Quick Pack ⟶ **8**

Advanced Pack ⟶ **8**   **3**
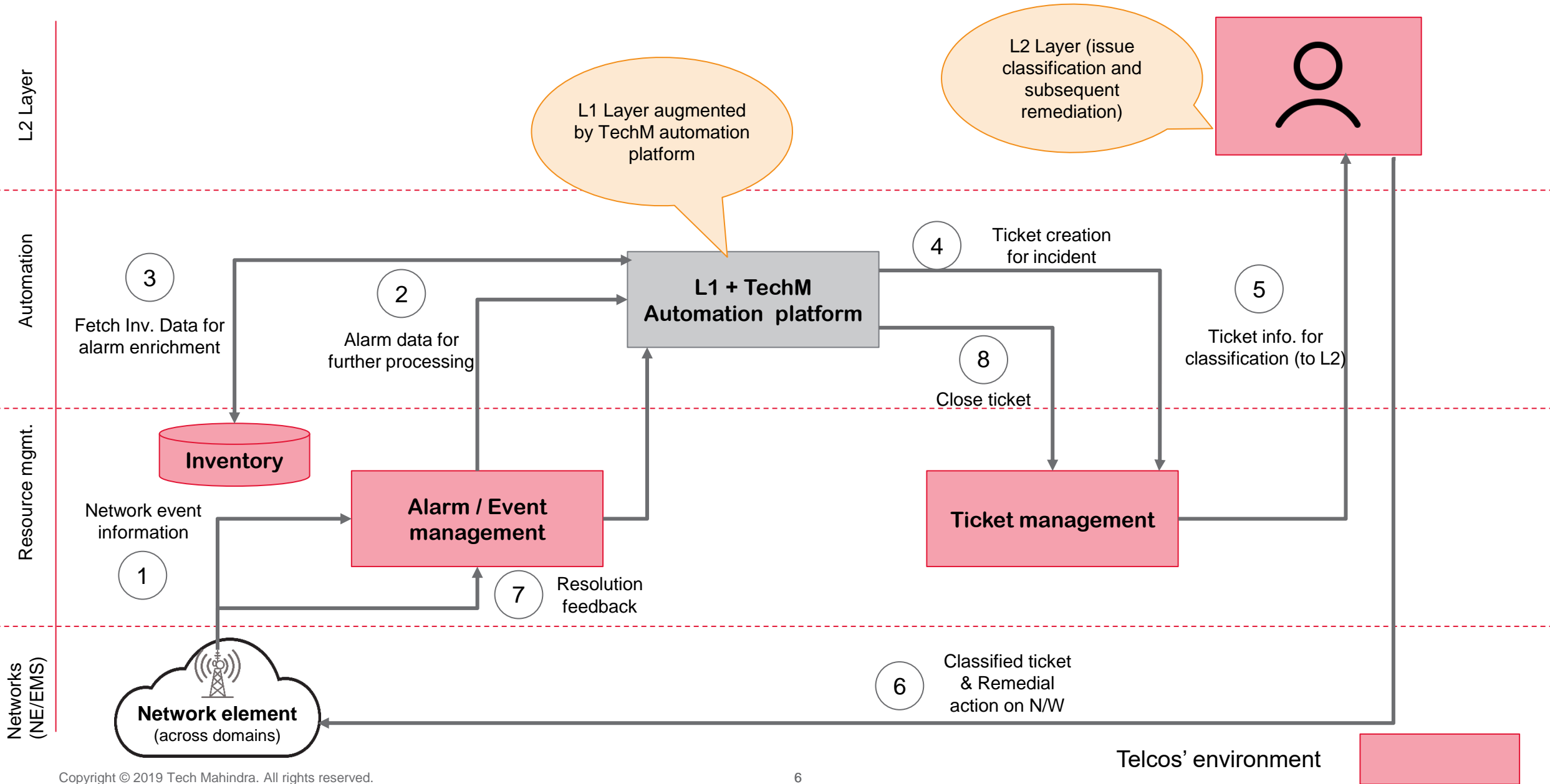
TechM's cloud based VOW solution | Quick Pack

Next Steps – Dependency, Timeline and Revenue Model

Enablement requirements

- Security policy enablement @TechM end - for integrations with client's environment

- Security policy enablement @Customer end – for integrations with Alarm / Event & Incident / Ticket applications

- List of P1 events/alarms from customer

- Process + resolution command

Time to go-live – driven by Enablement requirements

- Could range from 3-4 weeks for Quick pack

- Could range from 6 to 8 weeks for Advanced pack

Revenue model –

- Automation as a Service

- Linked to volume of events handled OR tickets created

Tech Mahindra
A Trusted Partner
in Telcos' Transformation
Journey
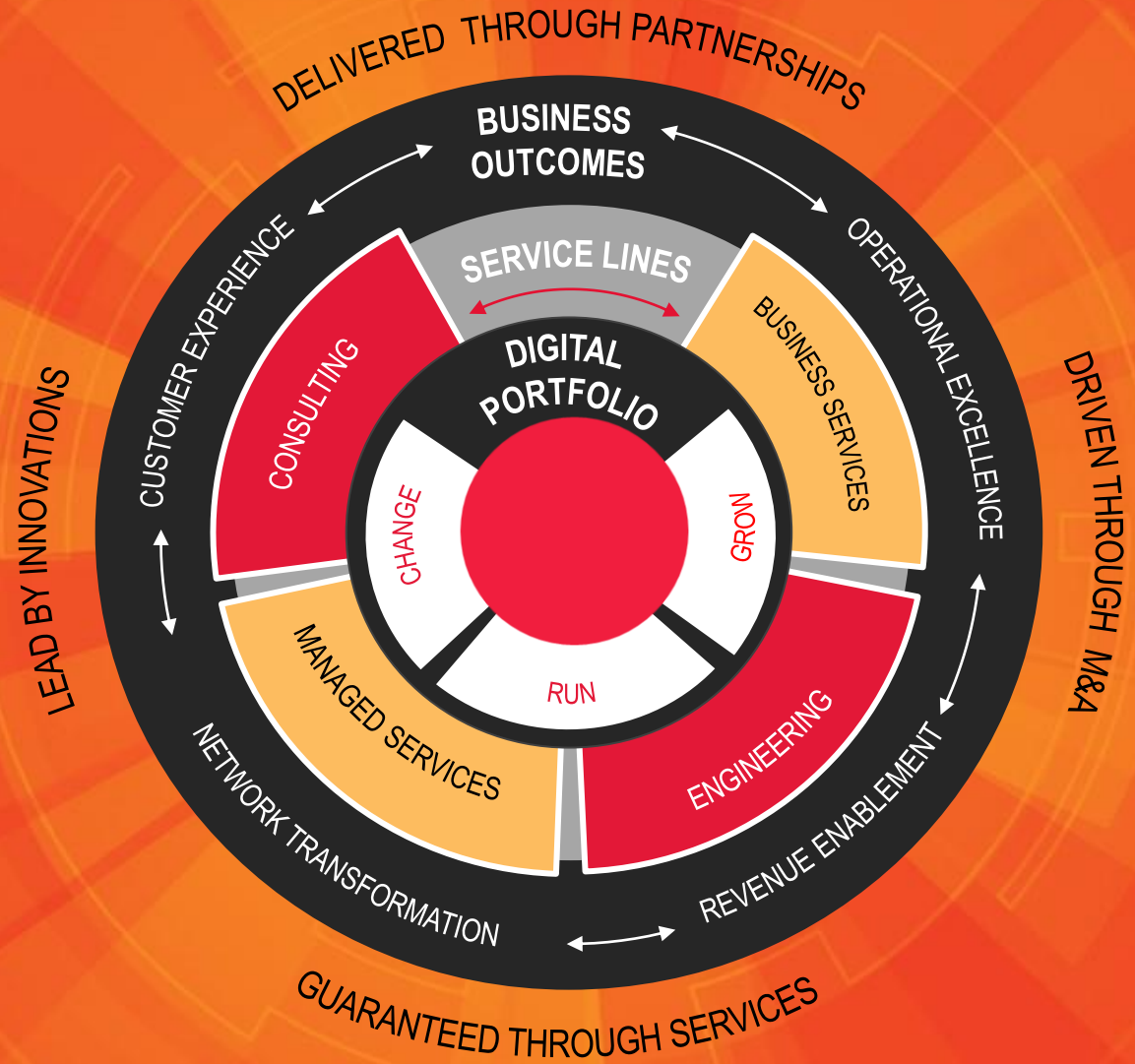
THANK YOU

Annexure

Proposed Solution for NOC Automation

Improved network operations is a core element for Client in delivering enhanced **customer experience** & maintaining a **competitive advantage**
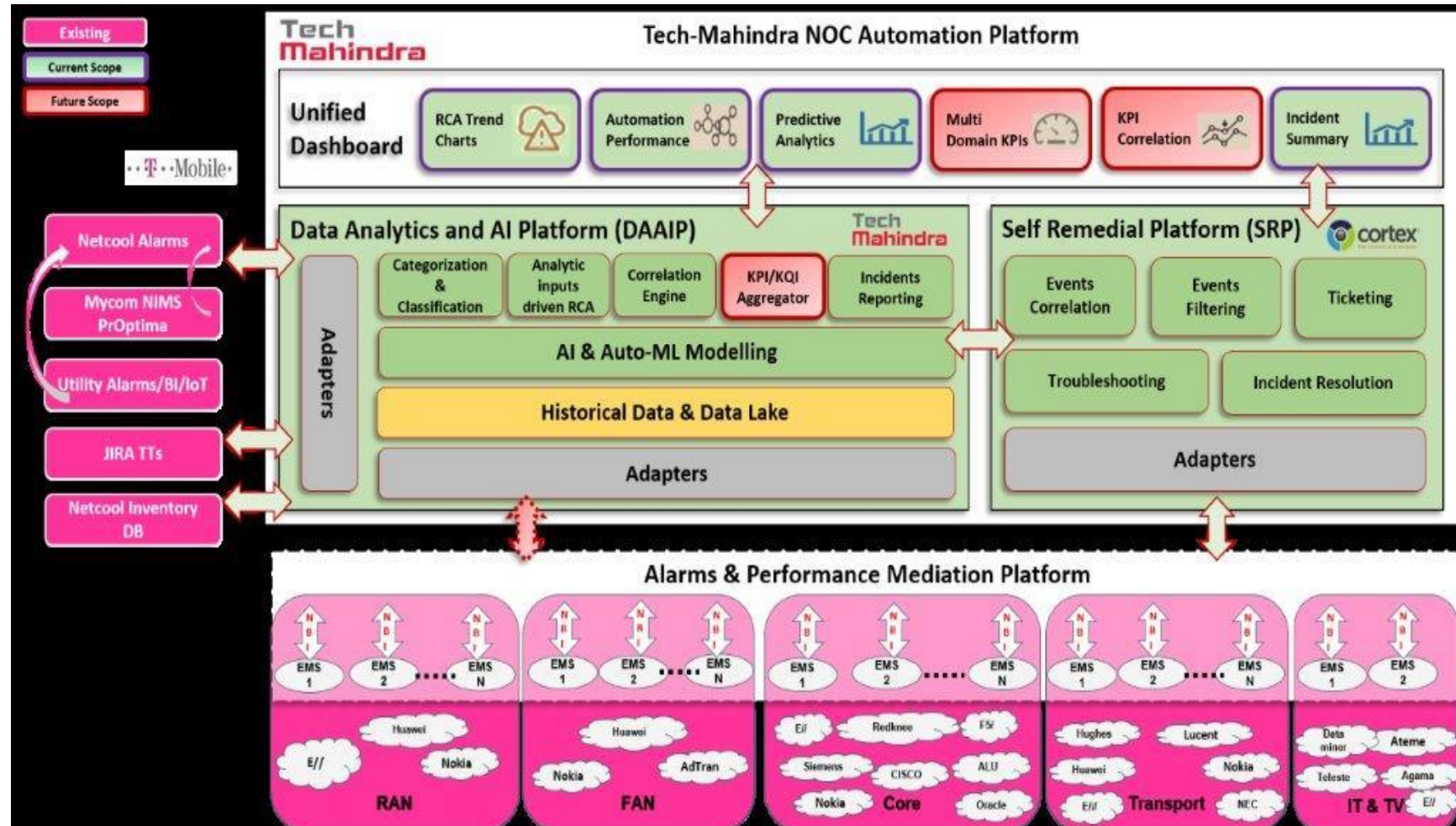
- **Solution** co-exists with Client current tools & is domain / vendor agnostic

Key Components of Solution

- **Data analytics & AI/ML platform (DAAIP)**
  - Recognize patterns of tickets, Root Cause Analysis (RCA)
  - Feed Self Remedial Platform (SRP) to fix tickets

- **Self Remedial Platform (SRP)**
  - Processes alarms from Fault mgmt., correlates, trigger workflow for known issues, raise tickets
  - Execute corrective action on network

- **Unified Dashboard** for DAAIP and SRP platforms to help users on "Incident Summary", "RCA Chart", and other reports.

Business outcomes –
- Improved network availability
- Reduction in MTTR
- Cost optimization (via Intelligent automation)

TechM's cloud based VOW solution | Advanced Pack

AI/ML Layer

Automation

Resource mgmt.

Networks (NE/EMS)

L1 Layer augmented by TechM automation platform

L2 Layer augmented with TechM AI platform

L2 + DAAIP
(RCA, Ticket classification)

L1 + TechM Automation platform

6 — Classified ticket for resolution (via RPA)

4 — Ticket creation for incident

3 — Fetch Inv. Data for alarm enrichment

2 — Alarm data for further processing

5 — Ticket info. for classification (to L2)

9 — Close ticket

Inventory

Network event information

Alarm / Event management

Ticket management

1

8 — Resolution feedback

7 — Remedial action on N/W

Network element
(across domains)

Telcos' environment