telenet

Streamlining
Network Impact Assessments
to **Enhance Customer Experience**

Disconnected processes and scattered data often lead to inefficiencies and reliance on manual methods, increasing the risk of delays and errors.

CSP's must thoroughly assess the impact that network changes can have on customers and their services. Current dispersed processes, technology stack, and data pose significant challenges in identifying which components and connections within the network might be impacted by interventions or by network failures.
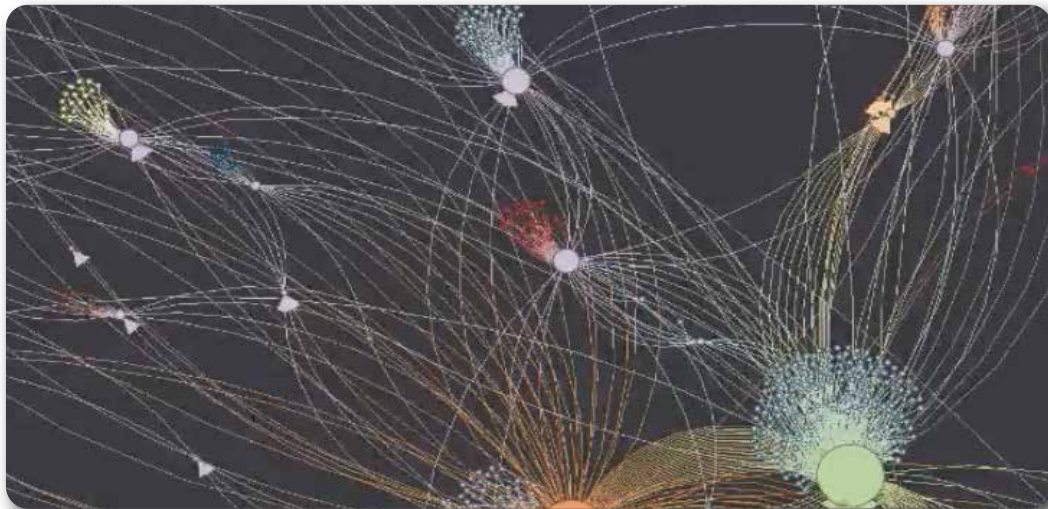
CHALLENGE

- Have a clear view of the Network topology, currently scattered in different systems.

- Reduce network disruptions affecting customer.

- Enhance proactive communication with customers by anticipating service impact of a network issue / changes.

SOLUTION

Graph network representation, handling inventory and modelling the transmission. Graphical visualisation enabled Telenet to query it in a manner that mirrors the network's structure.

Fully supported on **AWS Neptune GraphDB**.

Provided engineers with an easier understanding of the data, enabling deeper insights and more effective impact analysis, by aligning the network structure with its digital representation.

BENEFITS

Reduced Human Intervention
Lowering the reliance on time-consuming manual tasks.

Proactive Error Handling
Reducing errors associated with manual querying across multiple files and manual correlation of data.

Enhanced Visibility
Improving ID normalisation across several tools for better data alignment and awareness.

Increased Service Level Agreements
in network uptime.

Increased business efficiencies
Reducing the team for network management (expected dozens of millions in savings).

IN A NUTSHELL
Showcasing one of the most important feature in the **AWS Network Genius solution:**

Shifting from a reactive to a proactive incident management approach and simultaneously reducing the human effort, making Telenet way more competitive.