

Global Healthcare Provider Reduces MTTR and Alert Fatigue Across 500 Global Sites with Selector



Global Healthcare Leader | Deployed in AWS Cloud

Problem/Opportunity



A global healthcare provider managing a vast, distributed network of hundreds of locations and thousands of devices faced ongoing challenges in network performance visibility and incident resolution. Multiple monitoring tools across different domains — spanning SD-WAN, application performance, and device health — provided an overwhelming volume of alerts each month, creating noise and slowing mean-time-to-resolution (MTTR). The operations team lacked a unified view across wired and wireless environments and had limited visibility into configuration drift or compliance violations. They required an enterprise-class AIOps solution to consolidate monitoring, accelerate troubleshooting, and ensure global service reliability.

Solution



The customer implemented the Selector AIOps platform in their AWS environment to unify network data from diverse sources and deliver end-to-end operational intelligence. Selector provided a single-pane-of-glass view across wired and wireless networks, with dashboards offering global, regional, and site-level monitoring. By correlating telemetry from multiple tools and domains, Selector enabled:

- Identification of wireless access-point issues and compliance-violating changes
- Rapid detection of WAN and wireless performance degradation
- Executive-level visibility into branch health and policy compliance
- Real-time insights via Network LLM and Selector Copilot for natural language queries

Key Technologies Used



- AI/ML-Driven Correlation
- Data Normalization & Context Enrichment
- Root Cause Analysis
- Generative AI / Network LLM & Selector Copilot
- DVR Playback (Network Time Travel)
- Integration with:
 - Cisco vManage, DNAC
 - ThousandEyes, LogicMonitor, ZDX
 - ServiceNow (Change Requests, Incidents)
 - SNMP, NetFlow, Syslog, and Config Data

Outcomes



- ✓ **Improved Cross-Domain Visibility:** Unified view across 8,000 devices and 500 SD-WAN sites enabled faster identification of service degradations.
- ✓ **Accelerated Root Cause Detection:** Reduced troubleshooting time from hours to minutes by pinpointing contributing factors across systems.
- ✓ **Reduced MTTR & Operational Overhead:** Executive dashboards and real-time correlation eliminated manual cross-tool analysis, saving hundreds of engineering hours monthly.
- ✓ **Enhanced Wireless Performance Monitoring:** Improved visibility into access-point performance and continuous monitoring of improvement over 30-day periods using Network DVR.
- ✓ **Compliance Assurance:** Automated detection of configuration changes violating approved ServiceNow requests, improving governance and reducing compliance risk.



“We just talked about ZDX application monitoring last week, and Selector is already monitoring and presenting it — the speed of delivery is crazy!”

- Operations Lead, Global Healthcare Provider

Results Snapshot



Metric	Impact
Devices Monitored	~8,000 across 500 sites
Alert Volume	15K/Month reduced via correlation
Visibility	Cross-domain, site-to-global
MTTR	Significant reduction (hours → minutes)
Integration sources	8+ systems unified in a single platform