# Global Media & Connectivity Provider Enhances Network Visibility and Reduces MTTR with Selector

Global Media & Technology Leader | On-Prem Deployment

## Problem/Opportunity

A global media and connectivity provider operating across multiple business units required a more unified approach to network observability and service reliability. The organization's engineering teams managed one of the most complex and performance-sensitive network environments in the industry, supporting millions of users across entertainment, broadband, and enterprise services. Traditional monitoring tools lacked the context and correlation needed to understand dependencies between systems and configurations, leading to delayed root-case identification, redundant alerts, and increased time to resolution.

## Solution

The customer implemented the Selector AIOps platform to strengthen operational visibility and accelerate troubleshooting across its on-prem infrastructure. Through Selector's root cause analysis and Digital Twin capabilities, the customer gained an end-to-end view of how events propagate across the network, enabling faster, data-driven responses. In addition, the platform also enhanced configuration management and reporting workflows, helping engineers quickly identify deviations and understand real-time network health.

## Key Technologies Used

- Data Normalization & Context Enrichment
- Root Cause Analysis
- Digital Twin / DVR Playback
- Integration with:
    - SNMP Polling
    - Elasticsearch
    - NGAN
    - OBMP

## Outcomes

- ✓ **Reduced Mean-Time-to-Resolution:** Accelerated troubleshooting through automated RCA and DVR-based network replay.
- ✓ **Improved Service Uptime:** Proactive correlation minimized downtime and customer impact.
- ✓ **Reduced Alert Noise:** AI-driven analysis filtered non-actionable alerts, improving focus and efficiency.
- ✓ **Operational Efficiency & Visibility:** Enhanced configuration management and topology insight reduced manual analysis and saved engineering hours.

*"Selector contributed very positively to our understanding of the impact and a positive outcome in an unfortunate situation. This level of visibility has never been captured before."*

- Network Engineer, Global Media & Connectivity Provider

## Results Snapshot

| Metric | Impact |
|---|---|
| Devices Monitored | 700+ |
| Data Sources | SNMP, Elasticsearch, NGAN, OBMP |
| MTTR | Significantly Reduced |
| Alert Noise | Decreased Substantially |
| Service Uptime | Improved Reliability Across the Network |