Global Telecommunications Carrier Reduces Alert Noise by 60% and Advances Predictive Network Intelligence with Selector

Telecom & Network Services Provider | Hosted on Selector Cloud

Problem/Opportunity

A global telecommunications carrier operating one of the world's largest backbone networks faced major challenges managing its multi-vendor, multi-technology infrastructure. Challenges included:

- Fragmented visibility across infrastructure layers and domains
- High alert volumes from disparate systems causing alert fatigue
- Slow MTTR due to a lack of correlation across data sources
- Massive data volume from 20,000+ routers and switches
- Difficulty predicting performance degradations in critical customer services

The organization needed a scalable, AI-driven approach to unify data across diverse sources, reduce alert fatigue, and enable predictive operations for high-value services such as streaming, voice, and enterprise connectivity.

Solution

The customer deployed the Selector AIOps Platform on Selector Cloud to achieve full-stack visibility and automation across its infrastructure. Selector provided AI-driven correlation, predictive analytics, and closed-loop automation, helping the customer proactively identify issues before they impact customers. Key components include:

- AIOps-Powered Correlation and Root Cause Analysis across syslog and telemetry data
- Digital Twin (DVR Playback) to analyze historical behavior and trend deviations
- Network LLM & Selector Copilot for natural language querying and contextual insights
- Integration with the Selector MCP server to support distributed reasoning between Selector and the customer's MCP client
- Integration with Itential for closed-loop automation of remediation workflows
- Predictive analytics projects including:
  - *Optical signal degradation prediction*
  - *Streaming data integrity monitoring*
  - *AI-based SLA tracking for data delivery performance*

Outcomes

- ✓ **Reduced Alert Noise by 60%:** Automated cross-domain correlation eliminated redundant alerts and improved situational awareness.
- ✓ **Improved SLA Compliance:** AI-Driven Data Delivery Rate Tracking ensured faster detection and remediation of service degradations.
- ✓ **Predictive Performance Monitoring:** Predictive analytics projects helped the customer proactively anticipate optical failures and detect streaming quality issues.
- ✓ **Accelerated AIOps Adoption:** The customer's staff trained on Selector technology, expanding internal AIOps use cases and integrations across domains.
- ✓ **Operational Efficiency:** Transitioning from on-prem to Selector Cloud delivered greater flexibility and efficiency while maintaining data control and trust.

Key Technologies Used

- AI/ML-Driven Correlation & Root Cause Analysis
- Data Normalization & Context Enrichment
- Generative AI / Network LLM
- Digital Twin / DVR Playback
- Selector Copilot
- Itential Integration for Closed-Loop Automation

Results Snapshot

Metric	Impact
Devices / Endpoints	20,000+ routers & switches
Alert Noise	60% decrease through correlation
Predictive Use Cases	Optical health, SLA tracking, streaming integrity
Automation	Closed-loop via Itential + Selector MCP integration
Hosting	Selector Cloud