# CYIENT

# ENHANCED VISIBILITY AND GOVERNANCE FOR A LEADING TELCO'S TIER 1 MSP

## Business Challenge

A leading UK-based Telco's network operations faced three major hurdles:

### Unmonitored Network Faults

- MSP contracts were structured around predefined KPIs, but emerging faults in new technologies fell outside these agreements.
- These unmonitored failures impacted network reliability and delayed issue resolution.

### Inefficient Fault Prioritization

- The client lacked a system to track recurring failures and identify top offenders among MSPs.
- Without trend analysis, their teams couldn't prioritize high-impact issues, resulting in resources not being effectively utilized.

### Lack of Visibility and Supplier Accountability

- They had no real-time insights into MSP performance, making it difficult to track fault trends or enforce corrective actions.
- Without structured reporting, supplier accountability was reactive rather than proactive, slowing down issue resolution.

These gaps weakened the Telco's control over its own network, delaying service recovery, and increasing operational inefficiencies.

## Overview

UK's leading telecom provider, depended on MSPs to manage its network. However, as technology advanced, critical faults went undetected, affecting service quality. Without real-time visibility or supplier accountability, issue resolution was slow and reactive.

Cyient's **VISMON™ suite of automation-driven solutions** enabled real-time fault detection, recurring issue monitoring, and intelligent reporting. This empowered the client with greater network control, faster fault resolution, improved supplier management, and a proactive approach to reliability—transforming oversight challenges into actionable insights for a smarter, more efficient future.

## The Cyient Solution

To strengthen the client's network governance, Cyient deployed a multi-layered, data-driven approach:

### VISMON™ Automation for Fault Detection

- Implemented zero-touch, real-time fault detection for network anomalies, covering previously unmonitored failures.
- Designed custom dashboards and proactive alarms to notify engineers and management of critical issues.

### Intelligent Event Monitoring and Trend Analysis

- Developed special event monitoring tools to track faults in real-time and detect patterns in failure recurrence.
- Enabled the client to predict and prevent outages rather than reacting after issues arose.

### Data-Driven Supplier Governance and Accountability

- Developed role-specific dashboards and automated reports to track top offenders, prioritize issues, and enhance supplier accountability.
- Equipped the client with quantifiable insights to ensure MSPs addressed network failures in a timely, measurable manner.

By equipping the client with greater visibility and automation, Cyient ensured faster issue resolution and improved MSP accountability, strengthening their network governance framework.

## The Results

The impact of Cyient's solution was immediate and measurable:

### Faster Fault Detection & Resolution

- Real-time fault alerts enabled the client to identify and resolve failures faster, minimizing downtime.
- Previously undetected faults were now proactively addressed, ensuring uninterrupted service.

### Enhanced Supplier Accountability

- Automated 'top offender' reports provided them with data-driven evidence to enforce supplier compliance.
- MSPs became more responsive, leading to improved fault resolution efficiency.

### Optimized Governance & Decision-Making

- Comprehensive reporting tools empowered the client to manage its network with greater accuracy and foresight.
- The client could now analyze fault trends, prioritize high-impact issues, and optimize long-term network performance.

## Designing Tomorrow Together

Cyient transforms challenges into breakthroughs with **automation and intelligence. With VISMON™,** the UK Telco gained **real-time visibility, faster fixes, and full supplier control,** shaping a **smarter, stronger, future-ready telecom.**

To learn more about connectivity offerings, please visit us at
**www.cyient.com/communications**

*VISMON™ is a Cyient suite of solutions that simplifies network management, from planning to optimization and operations, through zero-touch closed-loop automation.*

**Contact us:**

**Luis Varela**
Business Head - UK, Telecom
Cyient

✉ luis.varela@cyient.com

Cyient (Estd: 1991, NSE: CYIENT) delivers intelligent engineering solutions across products, plants, and networks for over 300 global customers, including 30% of the top 100 global innovators. As a company, Cyient is committed to designing a culturally inclusive, socially responsible, and environmentally sustainable tomorrow together with our stakeholders.

| North America Headquarters | Europe, Middle East, and Africa Headquarters | Asia Pacific Headquarters | Global Headquarters |
|---|---|---|---|
| USA | UK | Australia | Hyderabad |
| T: +1 860 528 5430 | T: +44 118 3043720 | T: +61 4 7026 3817 | T: +91 40 6764 1000 |

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