

SMARTER NETWORKS, LOWER COSTS: HOW A LEADING TELCO TRANSFORMED OPERATIONS WITH AUTOMATION



Business Challenge

A major UK-based telecom operator faced increasing challenges in keeping up with growing demands, encountering operational slowdowns and bottlenecks that hindered execution. The key challenges included:

- **Slow, Manual Workflows:** Engineers spent unnecessary time on repetitive tasks, delaying network maintenance and rollouts.
- **Supplier Delays:** Existing suppliers slowed progress due to lengthy scope negotiations and a lack of urgency in execution.
- **Lack of Real-Time Network Insights:** Without automated KPI tracking, issues often went undetected until they caused service disruptions. Metrics such as Dropped Call Rate (DCR) were impacted, affecting network reliability.
- **Escalating Operational Costs:** Manual processes and delays drained resources, increasing OpEx and reducing profitability.
- **Inefficient Issue Resolution:** Network faults took longer to identify and fix due to a lack of streamlined tools, impacting RRC efficiency.

Overview

Managing a large telecom network is challenging, and outdated systems combined with manual workflows made it even harder for a leading telecom operator. Supplier inefficiencies delayed rollouts and drove up costs, while a lack of real-time insights impacted Call Setup Success Rate (CSSR) and Session Setup Success Rate (SSSR), leading to service disruptions.

To overcome these issues, the provider partnered with Cyient to automate operations, improve flexibility, and optimize efficiency.

The Cyient Solution

To help this telco giant operate with greater agility and efficiency, Cyient introduced a tailored automation-driven strategy designed to transform network operations. The solution focused on:

Automated Script Generator

A tool that enabled engineers to execute tasks rapidly, eliminating manual inefficiencies.

VISMON™ Powered Services

A real-time KPI monitoring system providing instant network performance insights, improving Call Setup Success Rate (CSSR) and Session Setup Success Rate (SSSR).

Smart Rollout Strategy

A structured approach to deployment that improved scalability, reduced build times, and optimized Software-Defined Radio (SDR) configurations.

Flexible “Deliver First” Approach

Enabling rapid execution, Cyient adapted quickly to the client’s evolving needs without supplier bottlenecks.

Follow-the-Sun Operations

A global team working round-the-clock to ensure continuous execution and seamless project delivery.

The Results

With these solutions in place, the client's network operations achieved remarkable improvements:

Lower Operational Costs

Automated workflows and faster execution reduced OpEx, helping the client cut waste and optimize spending.

Accelerated Network Deployments

Smart Rollout strategies streamlined project execution, shortening delivery timelines and increasing deployment speed.

Proactive Network Monitoring

Real-time KPI tracking enhanced network performance, reducing DCR and improving overall reliability.

Seamless Project Execution

Cyient's flexible execution model enabled faster delivery, eliminating delays associated with supplier inefficiencies.

This shift empowered the telco to modernize its network, making it faster, more cost-effective, and future-ready.



Designing Tomorrow Together

Empowered by intelligent automation, the leading telecom provider broke free from outdated processes, achieving faster, more efficient, and scalable network operations with Cyient's expertise.

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.

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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.

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