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COMMUNICATION SERVICE PROVIDER

COMPANY CASE STUDY

Grok Accelerates Autonomous Network Operations for a Leading U.S. Communications Service Provider

Objectives

- Improve customer experience and response speed
- Scale managed services while controlling costs
- Reduce alert volume and increase predictive signal quality
- Prevent service disruption across SD-WAN and network infrastructure
- Reduce NOC and technician effort through automation
- Integrate with existing platforms without reliance on CMDB

Challenges

- Rapid growth in network scale and SD-WAN endpoints
- Alert volumes exceeding NOC capacity
- Static, rules-based alerting missed early indicators
- Duplicate and mis-assigned tickets increased effort
- Limited predictive insight before customer impact
- Inconsistent data quality across systems

Solution

- Re-platformed event intelligence to a predictive, self-learning architecture
- Consolidated alert correlation, noise reduction, and automation into a single intelligence layer
- Continuous learning from historical events without reliance on static rules or CMDBs
- Intelligent automation for incident handling and remediation
- Integration with ServiceNow and existing monitoring tools

BENEFITS WITHIN 2 MONTHS

Material Noise Compression

- 97% alert compression and correlation improvement
- Fewer low-value alerts; higher percentage of actionable signals

Improved Service Stability

- 23% improvement in clarity per detection
- Reduction in high-severity (L5) incidents
- Issues identified earlier, before escalation

Lower Risk AI Adoption

- No dependency on mature CMDBs
- Works with existing data quality and integrations
- Enables confident adoption of new tools and alerting strategies

Faster Detection and Resolution

- 41% MTTR reduction
- Faster notification and response before customer impact

Increased Operational Capacity

- Reduced NOC and technician effort
- Automation enabled teams to scale without adding headcount

Grok has fundamentally changed how we run IT operations. Grok is now closing more tickets than our operations team, creating the foundation for us to scale with confidence.

Zayo Head of Service Assurance, Managed Services