Use Case:

Intelligent Ticket Management

Problem Statement:

One of Kazakhstan's leading telecom operators managed network incidents through fragmented workflows where critical operational knowledge remained locked within individual engineers rather than shared across teams.

When a fault occurred, tickets lacked the context needed for immediate response — teams spent time gathering information that experienced engineers already knew. There was no mechanism to capture how incidents were resolved or reuse that expertise when similar faults recurred. Unclear ownership and no real-time visibility into ticket status made accountability difficult to enforce.

Solution Overview:

TechNarts deployed its NART OSS Suite to centralize trouble ticket management across all network fault workflows.

- **End-to-end ticket lifecycle managed from** creation through resolution and closure, ensuring structured handling across all operational teams.
- **Tickets linked directly to detected fault events,** providing full network context at the moment of creation for faster, more accurate response.
- **Intelligent prioritization and categorization** applied to each incident based on impact and urgency, without manual assessment.
- **Ownership and accountability** tracked throughout resolution, giving every team clear responsibility and eliminating ambiguity over who acts next.
- **Real-time visibility into ticket status and progress,** giving NOC teams instant insight across the full incident queue.
- **Resolution knowledge captured and reused** how issues are resolved is documented automatically and surfaced when similar alarms occur, turning individual expertise into shared operational intelligence.

About TechNarts

TechNarts is a leading **OSS provider** with deep expertise in telecom software **since 2007**. Through its **NART OSS Suite** product family, it delivers modular, future-proof solutions for **Resource Management, Network Assurance and Network Fulfillment & Orchestration**. Its systems align with **TM Forum's ODA and Open APIs**, helping operators boost service reliability, optimize resources, and accelerate digital transformation.

Result:

The operator gained an environment that resolved faults faster and continuously learned from each resolution to improve future response.

- **Faster incident response** through direct alignment of tickets with detected fault events, eliminating manual context-gathering.
- **Consistent accountability** across teams through clear ownership tracking from detection to closure.
- **Efficient prioritization** ensured the most impactful issues were addressed first.
- **Operational knowledge** retained and shared, preventing repeated diagnostic effort on recurring fault patterns.
- **Full real-time visibility** into the incident queue gave NOC teams a live picture of resolution progress.