Use Case:

Optimizing Fault Reporting and Resolution

with Traffic Analysis and Reporting Tool

Problem Statement:

Before integrating the traffic analysis and reporting tool with ARMADA (a trouble ticketing system that operator uses), the fault reporting and resolution process for ISS (Integrated Service Support) was inefficient.

Fault assignments to relevant teams were handled manually, leading to inconsistent response times. Teams resolved issues based on their own discretion, causing delays and lack of accountability. Monitoring progress and ensuring timely resolution was cumbersome without a centralized tracking system.

Solution Overview:

The CSP integrated the traffic analysis and reporting tool with ARMADA to streamline fault reporting and resolution.

- **Accurate Fault Reporting:** The tool reported faulty circuit attributes and duplicate records directly through ARMADA, ensuring accurate and timely identification of issues.
- **Automated Assignment & Escalation:** ARMADA automatically assigned faults to relevant teams, setting a **48-hour resolution window.** Unresolved issues were escalated to the team leader for further action.
- **Optimised Resolution Process:** Teams could indicate if a fault was outside their scope and redirect it accordingly, while centralized tracking ensured accountability and improved coordination.
- **Reduced Manual Intervention:** Automated processes replaced manual assignments, reducing delays and enhancing resolution speed.

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 integration delivered a faster, more accountable, and data-driven fault resolution environment.

- **Faster Resolution:** Automated assignments and tracking ensured faults were addressed within the 48-hour window.
- **Timely Escalation:** Escalation mechanisms ensured unresolved issues reached team leads promptly.
- **Reduced Discretion-Based Delays:** Replacing manual assignments eliminated delays and reduced reliance on team discretion.
- **Improved Data Reliability:** Accurate reporting of faulty circuits and duplicate records minimized errors.
- **Better Resource Allocation:** Centralized tracking enabled team leaders to monitor progress and optimize resource allocation.