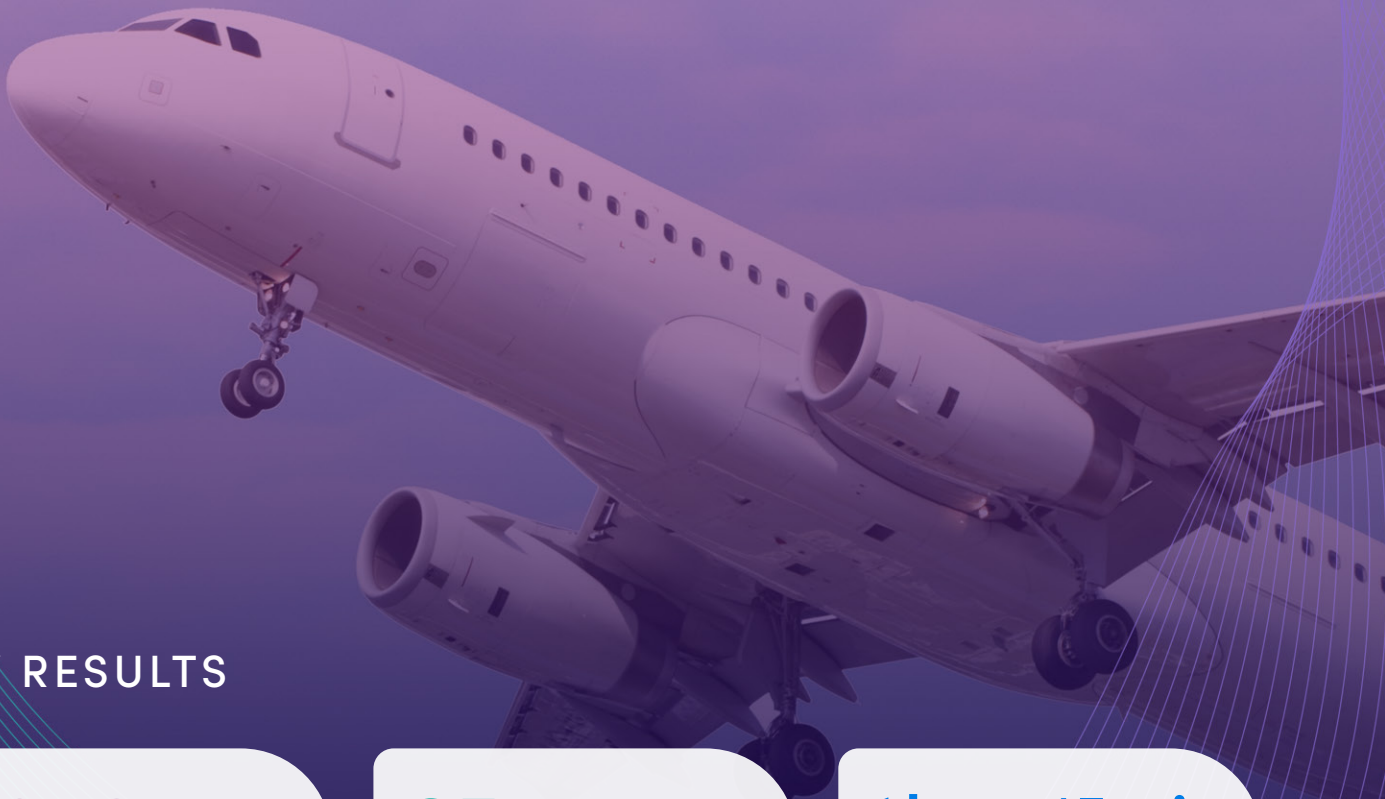




CASE STUDY : AIRLINE

Major US Airline Cuts MTTR 25% on Every Sev-1 Symptom

1,850 tickets per month. Hybrid visibility from data center to ACI to AWS. Auto-diagnosis of the symptoms that caused network downtime.



KEY RESULTS

1,850

tickets per month
before automation

25%

MTTR reduction across
high-volume symptoms

1 hr → 45 min

MTTR on BGP, WAN,
device-not-reporting

WITHOUT AUTOMATION

Alert noise without diagnostics

- No ability to monitor firewall rule policies
- Could not save golden paths for comparison
- No single pane of glass across DC, ACI, and AWS
- High-volume alerts that delivered little actionable information
- Repetitive tickets were consuming senior engineering time

WITH NETBRAIN

Hybrid visibility, auto-diagnosis, golden paths

- Determine which firewalls need which policy rules to ensure application health
- Save paths and ports during troubleshooting; replay against live paths
- Continuous path calculations, even when a firewall is blocking the path
- L3 and L2 viewed together; hybrid visibility from DC to ACI to AWS in one workflow
- ServiceNow integration triggers NetBrain incident diagnosis automatically

Symptom-by-symptom MTTR

Problem type	Productivity impact	MTTR before	MTTR after
BGP states	25% MTTR reduction	1 hour	45 minutes
WAN links down	25% MTTR reduction	1 hour	45 minutes
Device not reporting	25% MTTR reduction	1 hour	45 minutes

Why it works for airline operations

Airline networks now span data center, ACI, AWS, and tenant spaces. NetBrain delivers high-value observability across all of them in a single path analysis — including across firewalls — so the NOC sees one map, one dashboard, and one diagnostic workflow. The team can integrate DataView templates with their existing monitoring stack to capture the last 15 minutes of NetFlow without switching tools, and runbooks fire from ServiceNow tickets without engineer intervention.

Two of your peer carriers are running this in production today.
Let's walk your network through the same workflow.

<https://www.netbrain.com/solution/it-service-for-airlines/>