

## CASE STUDY : AIRLINE

# Major US Carrier Saves **\$10M+** First Year

34,576 tickets analyzed. 1,468 tickets per month.

MTTR cut from 60 hours to minutes on the incidents that matter most.

## KEY RESULTS

**>\$10M**

annual OPEX savings

**50%**

faster first response

**65%**

tickets auto-closed

**20%**

MTTR reduction across  
high-volume symptoms

## THE CHALLENGE

# 60-hour MTTR on 1,468 tickets a month

A major US carrier was processing nearly 1,500 network tickets a month and burning over 60 hours of mean time to repair on every recurring symptom — interface utilization, BGP, device unreachable, OSPF, environment power supply, WiFi.

Without automation, every alert ran the same path: 6,000 raw incidents triaged down to ~1,468 tickets, then handled by 3 FTEs across Level 1 and Level 2. First response averaged 30 minutes. The cost of resolution increased at every stage.

## BEFORE NETBRAIN

- 6,000 raw network alerts, 1,468 tickets monthly
- 3 FTEs across L1/L2 doing manual triage
- 30-minute average first response
- 60-hour average MTTR — cost compounded at every escalation stage

## THE SOLUTION

# Shift-left automated first response

NetBrain inserts an automated Level 0 in front of the NOC. Every alert is auto-diagnosed against device health, logs, CPU/memory, and known-good baselines. False positives auto-close. High-impact P1/P2 incidents auto-escalate. Service tickets are populated with diagnostic context before a human ever reads them.

ServiceNow integration triggers NetBrain runbooks the moment a ticket opens, surfaces live diagnostic results inside the ticket, and auto-closes recurring symptoms when the network is healthy.

## OPERATIONAL IMPACT

- 34,576 tickets analyzed across 24 months — 1,468 tickets per month at 60.93h average MTTR before automation
- Senior engineers freed from routine escalations for project work
- Diagnostic context is populated in every ticket before a human reads it
- Recurring symptoms (interface utilization, BGP, device unreachable) auto-closed without engineer's touch

## MTTR by incident type

Symptom	Before (hours)	After NetBrain	MTTR reduction
Interface Bad Link	284.10 / 24h ticket	<b>2 hours</b>	99%
Interface Utilization or Error	150.53 / 8h ticket	<b>5–30 minutes</b>	99%
WiFi Issue	114.37 hours	<b>≈91.5 hours</b>	20%
Device Unreachable	47.1 hours	<b>30 minutes</b>	99%
Environment Power Supply	38.25 hours	<b>≈30.6 hours</b>	20%
BGP Down	2.1 hours	<b>10 minutes</b>	92%

These results are running in production at a major US airline today.

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