NetBrain

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	**2 hours**	20%
Interface Utilization or Error	150.53 / 8h ticket	**5–30 minutes**	20%
WiFi Issue	114.37 hours	**≈91.5 hours**	20%
Device Unreachable	47.1 hours	**30 minutes**	20%
Environment Power Supply	38.25 hours	**≈30.6 hours**	20%
BGP Down	2.1 hours	**10 minutes**	20%

These results are running in production at a major US airline today.
Read more at: **https://www.netbrain.com/solution/it-service-for-airlines/**

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