



CASE STUDY : A LEADING UTILITY COMPANY

Preventing Outages Before They Happen

A major American utility company uses NetBrain's continuous rule discovery and automated remediation to detect risk and prevent outages in real time, keeping its complex network healthy at a scale manual CLI could never reach.

KEY RESULTS

1,841+

devices auto-remediated
across 5 initiatives

~0

manual touches per
remediation cycle

9

years a NetBrain
customer, since 2016

IN THEIR WORDS

"We have moved from reacting to outages to proactively discovering risk and auto-remediating with NetBrain. Using daily health checks and post-mortem assessments, we now focus on ensuring our network is reliable and resilient, allowing us to keep up with the large-scale and extensive network that we manage."

– Sr. Network Analyst

THE CHALLENGE

Manual CLI across hundreds of devices was slow, inconsistent, and error-prone

The team was running a complex network without a real-time map of it. Configuration drift built quietly across hundreds of devices at scale with no consistent way to catch it early, meaning fixes were reactive – arriving after an outage had already hit. Changes were hard to manage across the environment and troubleshooting and documentation processes devoured hours of manual effort. Those were hours the team spent reacting to problems instead of getting ahead of them.

THE SOLUTION

Continuous rule discovery remediated automatically

The company deployed NetBrain straight into production. NetBrain continuously discovers rules across the environment (TACACS, OSPF, SNMPv3, NetFlow, and more) and holds every device to its golden configuration. When violations surface, auto-remediation workflows fix them at scale, hand in hand with Change Management.

How Rule Discovery Works

NetBrain continuously compares every device against its golden configuration, and remediation is already built into the workflow the moment a gap appears. When rule discovery finds the same TACACS misconfiguration across hundreds of devices, for instance, it auto-remediates the full set through Change Management, standardizing compliance in one action instead of weeks of one-off fixes. The same pattern repeats for every rule the network is asked to hold.

BEFORE NETBRAIN

- Manual CLI troubleshooting across hundreds of devices: slow, inconsistent, error-prone
- Reactive fixes, usually arriving after an outage had already hit
- No consistent enforcement of rules or compliance
- Critical knowledge living in individual engineers' heads, not standardized processes
- Bulk remediation impractical over CLI at the company's scale

OPERATIONAL IMPACT

- **1,841+ devices auto-remediated** across five initiatives, with essentially zero manual touches per cycle
- **Every ServiceNow incident triggers NetBrain** to map the affected devices, with troubleshooting neighbors added automatically
- **Sharper visibility and troubleshooting** through automated, real-time network mapping
- **Configuration drift kept in check** through continuous rule discovery and daily health checks
- **AI Co-Pilot chatbot:** the network's intelligence a question away for every engineer

These results are running in production at a leading utility company today. Learn more at: <https://www.netbrain.com/>