



CASE STUDY : A LEADING SERVICE PROVIDER

# A Faster Path From Incident to Resolution

A leading service provider uses NetBrain in its network operations center (NOC) to automate troubleshooting and incident resolution, reducing mean time to resolution (MTTR) and improving service availability.

## KEY RESULTS

**38%**

reduction in MTTR

**74%**

faster issue resolution

**Minutes**

Root cause in minutes,  
not hours or days

## IN THEIR WORDS

"AIOps with intelligent event correlation has dramatically improved our customers' experiences, ensuring reduced downtime, faster response time, and greater service reliability by slashing MTTR by 38%."

– Chief Operations Officer

## THE CHALLENGE

# High MTTR and limited visibility into the network

MTTR was too high, and the operations team lacked the visibility needed to reduce it. As a result, troubleshooting took longer because team members could not see what the network was doing.

## THE SOLUTION

# Network visibility, automation, and intelligence in the NOC

NetBrain runs in the NOC, where the team uses it for AI-powered troubleshooting and incident resolution automation. It was introduced to reduce MTTR and improve service availability, with the provider citing predictive insights and fewer incidents as additional benefits.

## HOW TRIGGERED AUTOMATION WORKS

An incident does not wait for an engineer to be available. NetBrain handles the first level of incident response automatically: when an incident is raised, it works through the diagnostic sequence a senior engineer would otherwise run by hand and delivers the findings with the incident, so whoever picks it up starts with evidence rather than a blank console. Root cause that once took hours or days is pinpointed in minutes.

## BEFORE NETBRAIN

- High MTTR for incident resolution
- Limited visibility into the network
- Routine tasks and first-level incident response handled manually
- Root cause taking hours or days

## OPERATIONAL IMPACT

- **MTTR reduced** by 38%
- **74% faster** issue resolution
- **Predictive insights** and fewer incidents
- **Root cause pinpointed within minutes** rather than hours or days
- **Routine tasks and first-level incident response automated**, removing manual intervention

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