

LEARN HOW AI-POWERED SOLUTIONS ENHANCE CSP SERVICE ASSURANCE



Market pressures and operational demands are reshaping telecommunications. Communication service providers (CSPs) face mounting challenges as networks grow more complex and customer expectations rise. This evolution demands innovative strategies that use advanced technologies like generative artificial intelligence (GenAI) to sharpen competitive advantage and meet rapidly changing market demands.

The current operational landscape

Service differentiation drives growth, yet organizations face resource constraints from ongoing network modernization investments. Rising expectations for service quality and responsiveness create additional demands on operations teams, who must balance these competing priorities effectively.

Network environments have grown increasingly complex as organizations must integrate traditional infrastructure with modern architectural approaches. The widespread adoption of cloud services has transformed both network operations and service delivery models. This transformation has dissolved the conventional boundaries between IT and network operations teams. Industry leaders recognize that operational convergence is no longer simply about improving efficiency—it represents a strategic imperative for maintaining competitive advantage. This convergence emphasizes streamlined tooling and end-to-end service delivery capabilities to meet evolving market demands.

The emergence of network operations

BMC Helix Service Management for Telco offers a comprehensive solution for optimizing service management processes within the complex ecosystem of CSPs. Unlike traditional systems that focus mainly on IT infrastructure, this solution extends operational excellence to network operations, ensuring continuous service delivery across diverse network domains.

By aligning with ITIL and eTOM process frameworks, BMC Helix Service Management for Telco integrates workflows specifically designed for network operations center (NOC) activities. This integration ensures thorough service management across the organization. Additionally, embedded AI-powered workflow automation streamlines operations, reduces complexity, and enhances service assurance outcomes.

AI and GenAI power customer-centric operations

The use of AI as an enabler elevates service management by automating and enhancing critical processes, leading to more efficient and customer-focused operations. This technology empowers NOC and security operations center (SOC) agents to interact with virtual agents in a fully conversational manner, assess risks in configuration changes, and summarize incidents upon resolution. These advances reduce manual work and accelerate service delivery.

AI and machine learning (ML) accelerate IT operations by simplifying incident resolution through data analysis to finding patterns in historical data, including recurring issues, root causes, and impacted services. This provides precise recommendations and next-best actions to speed up ticket resolution and prevent future incidents. By automating analysis and response, operations are optimized with reduced manual effort.

BMC integrates AI into BMC Helix Service Management for Telco to prevent costly service level agreement (SLA) breaches while improving service quality and efficiency. This integration delivers reliable, high-quality network services that build customer trust and loyalty.

Strategic implications for leadership

For executives and senior leaders, embracing automation and AI as foundations of their network operations strategy is no longer optional—it's imperative. Traditional network management methods cannot address the complexity of modern service assurance. The integration of AI-powered solutions and automated workflows is a fundamental shift in how networks are managed.

This technological evolution enables better service quality, lower operational costs, and enhances customer experience, setting new standards for IT and network operations.

Key benefits of BMC Helix Service Management for Telco

- Reduce manual toil in incident, change, and problem management while minimizing risk
- Improve customer service disruption management with real-time impact analysis for faults and changes
- Cut the need for complex customizations by using out-of-the-box workflows aligned with CSP operations.

Next steps

BMC Helix Service Management for Telco delivers these capabilities through a proven approach that aligns with your infrastructure. Let our team of experts guide your transition to AI-powered network operations.

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