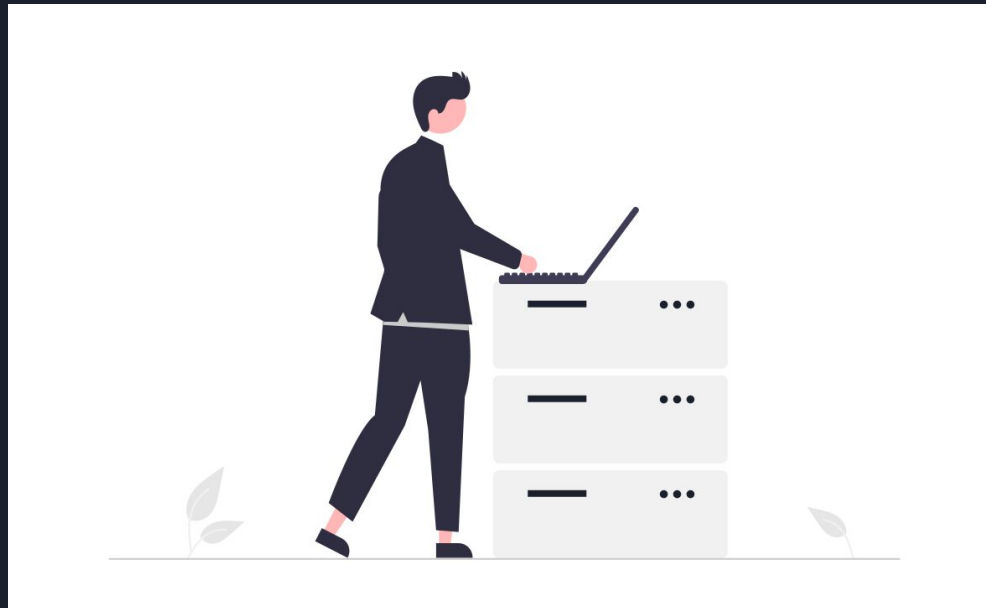




Achieving 30% Cost Savings and 50% Improved Uptime with Predictive Maintenance Solutions



Predictive Care Solution



Customer

Leading North American E-Commerce Company



Business Domain

Telecom



Solution

Predictive Care Solution



Tech stack

Appian BPM, Salesforce, Azure, React JS, MsSQL

Business Challenge/Need

A global telecom provider operating in Europe and Asia faced challenges in maintaining network uptime and reliability:

- **Frequent Downtime:** Manual network monitoring led to delayed detection of faults.
- **High Maintenance Costs:** Reactive maintenance practices increased operational expenses.
- **Inefficient Resource Allocation:** Lack of real-time insights hindered the ability to prioritize critical maintenance tasks.
- **Regulatory Non-Compliance:** Downtime incidents resulted in penalties and reputational risks.
- **Fragmented Monitoring Systems:** Disparate tools for network management created inefficiencies in detecting and resolving issues.
- **Scalability Challenges:** Existing infrastructure struggled to accommodate growing user demand and network complexity.

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Solution

Appbay implemented a predictive maintenance platform powered by IoT and machine learning technologies:

- **IoT-Based Monitoring:** Sensors across the network provided real-time data on equipment health.
- **Machine Learning Algorithms:** Analyzed historical data to predict potential failures and recommend preemptive actions.
- **Dynamic Maintenance Scheduling:** Optimized resource allocation for critical tasks, reducing downtime.
- **Compliance Reporting:** Automated reporting tools ensured adherence to regulatory standards.
- **Centralized Dashboard:** Offered a unified view of network performance, enabling quicker fault identification and resolution.
- **Remote Diagnostics:** Enabled engineers to assess and troubleshoot issues remotely, reducing the need for on-site visits.
- **Scalability Features:** Designed to handle increased network demands as the provider expanded its operations.

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Why Customer Choose the solution?

The telecom provider choose Appbay's solution for its ability to proactively address network issues, reduce operational costs, and ensure regulatory compliance. The platform's scalability, real-time insights, and tailored features effectively met the provider's regional and operational needs.

- **Proactive Maintenance:** Predictive capabilities minimized unexpected downtime incidents.
- **Cost Savings:** Automated and preemptive strategies reduced operational and repair costs.
- **Compliance Assurance:** Ensured the network adhered to stringent regional regulations.
- **Scalability:** The system accommodated the provider's expanding operations seamlessly.
- **Enhanced Decision-Making:** Real-time insights empowered better resource allocation and operational planning.
- **Improved Customer Experience:** Reduced downtime ensured uninterrupted services, boosting customer satisfaction.

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Business Impact & ROI

Appbay's solution significantly improved network performance and operational efficiency for the telecom provider. Downtime was reduced by 50%, while maintenance costs dropped by 30%. Automated compliance reporting ensured 100% regulatory adherence, enhancing customer satisfaction and supporting scalability as the network expanded.

- **Downtime Reduction:** Network outages decreased by 50%, improving service reliability.
- **Operational Efficiency:** Maintenance costs dropped by 30% due to targeted interventions.
- **Improved Compliance:** Automated reporting ensured 100% compliance with regulatory requirements.
- **Enhanced Customer Experience:** Reliable network uptime led to a 25% increase in customer satisfaction scores.
- **Increased Resource Optimization:** Dynamic scheduling improved workforce allocation, boosting technician productivity by 40%.
- **Scalability Achieved:** The solution effectively supported the provider's network expansion, maintaining performance across growing operations.