

# SERVICE DIAGNOSTICS



## Business Area

Service Diagnostics is a key activity within the Incident Management process, typically within telecommunication or large IT organizations. The nature of these activities are often unpredictable and the outcome and follow up actions can vary a lot.

Service Diagnostics are often involving a variety of backend systems and cover different layers within the infrastructure, network and application layers.

## Main Challenge

Using a specific example within the Telecom industry. The client was monthly manually executing over 15k diagnostics activities on their network and within their datacenters.

The output of the process resulted in 20 different scenarios. Each scenario can have its own follow-up actions. The estimated processing time for each of the individual scenario varied from 3 to 25 minutes. Besides that, the estimated total waiting time related to individuals starting to work on the activities within the diagnostics activity in total was 30-60 minutes.

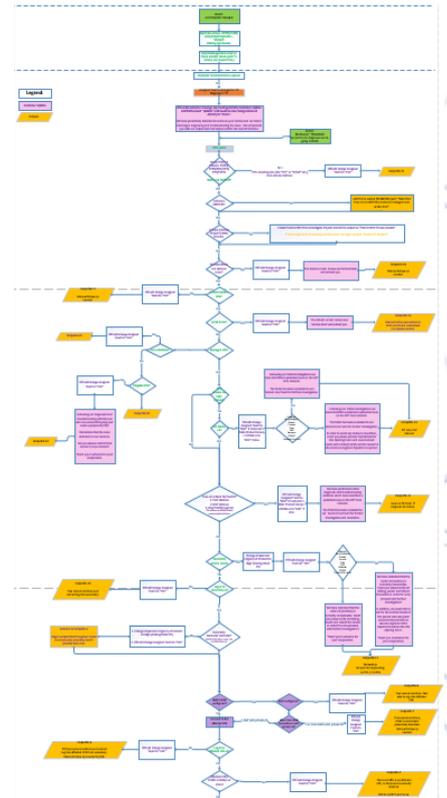
Combining these both the process time and waiting time resulted in an average delay of 45-60 minutes on every single incident, affecting the service levels with the end clients.

Unfortunately, the activity was also complex due to the amount of teams involved and integration of underlying systems, like CRM, CMDB and network applications. Besides that there was a requirement for special handling based on product and customer

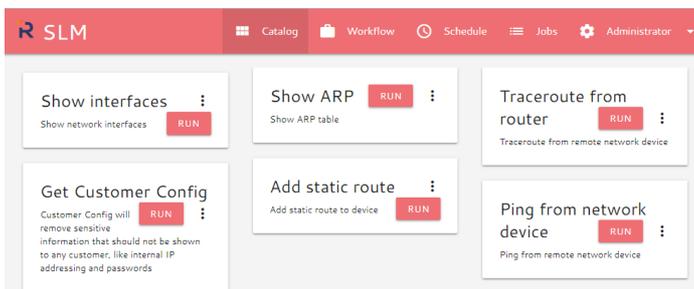
## Solution Needed

The required solution needs to fulfill at least the following key features:

- The ability to interact with all the backend systems such as CRM, CMDB, Network Tools, Knowledge base, logs and many more
- The ability to interact with different parts of the network, both retrieving information but also intrusively test and operate the network
- The ability to develop convert a custom process into an end to end automated solution
- The possibility to trigger the solution in different ways, through email, API's and portal integration, to make it part of different processes both on the operations and service transition side
- The ability to see the entire history of all the outputs in a uniform way, making it easy to search and compare
- The requirement to fix the issue if possible, by clearing, cleaning or rebooting specific service, or any other action needed.



## Solution Provided



Robot ICT provides a reliable, innovative and scalable solution using their own framework.

The solution can be deployed in a short period of time and is using industry standard backend systems.

With the solution clients can build their own workflows based on existing modules, but also can create new modules that can be included in a workflow.

Triggering a workflow can be done using an API, making it easy to integrate any workflow as part of any CRM system or process. Robot ICT also provides a portal as part of the solution where workflows can be triggered with a granular ability on user rights.