

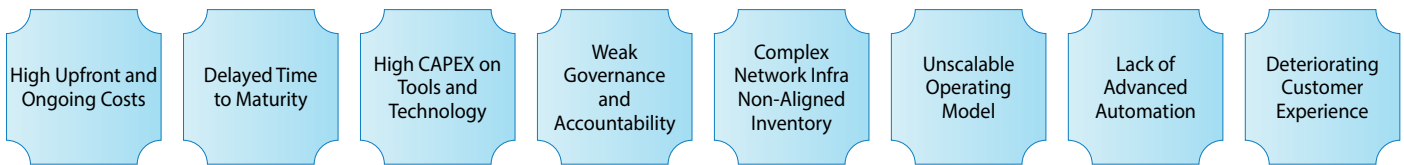
# INFOSYS TELECOM NETWORK OPERATION CENTER – ASSURANCE

The Telecom Network Operations Center (NOC) is the first line of defense and assurance against service disruptions, outages, and performance drops. Leveraging the principles of eTOM (enhanced Telecom Operations Map), TMN (Telecommunications Management Network) and OSI (Open Systems Interconnection) model and standards, the NOC plays a critical role in keeping the core network stable, secure, and always-on.

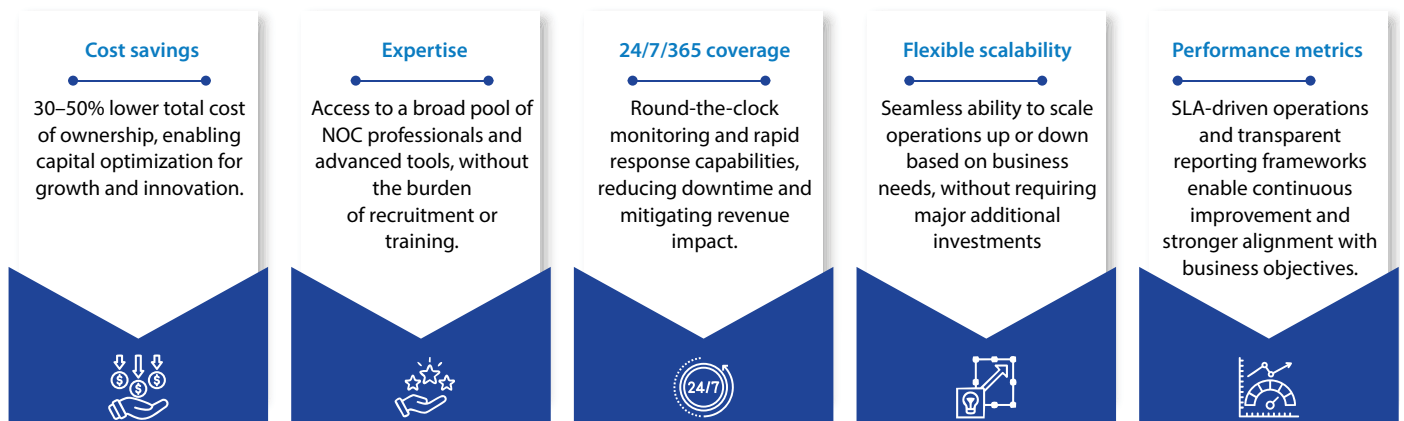
To meet these demands effectively, Infosys brings in proven NOC assurance capabilities, supporting L1 to L3 operations across wireline and wireless domains, and combining domain expertise with AI and ML-led intelligence.



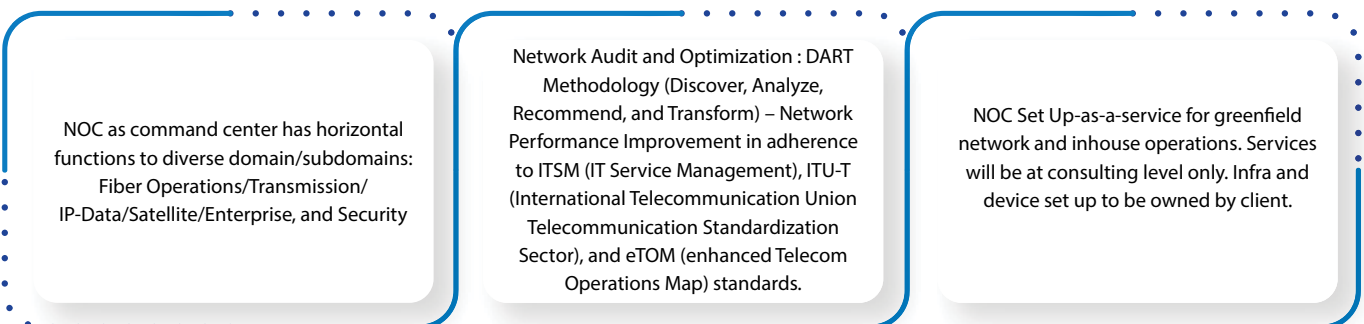
## Key Industry Challenges: Captive NOC

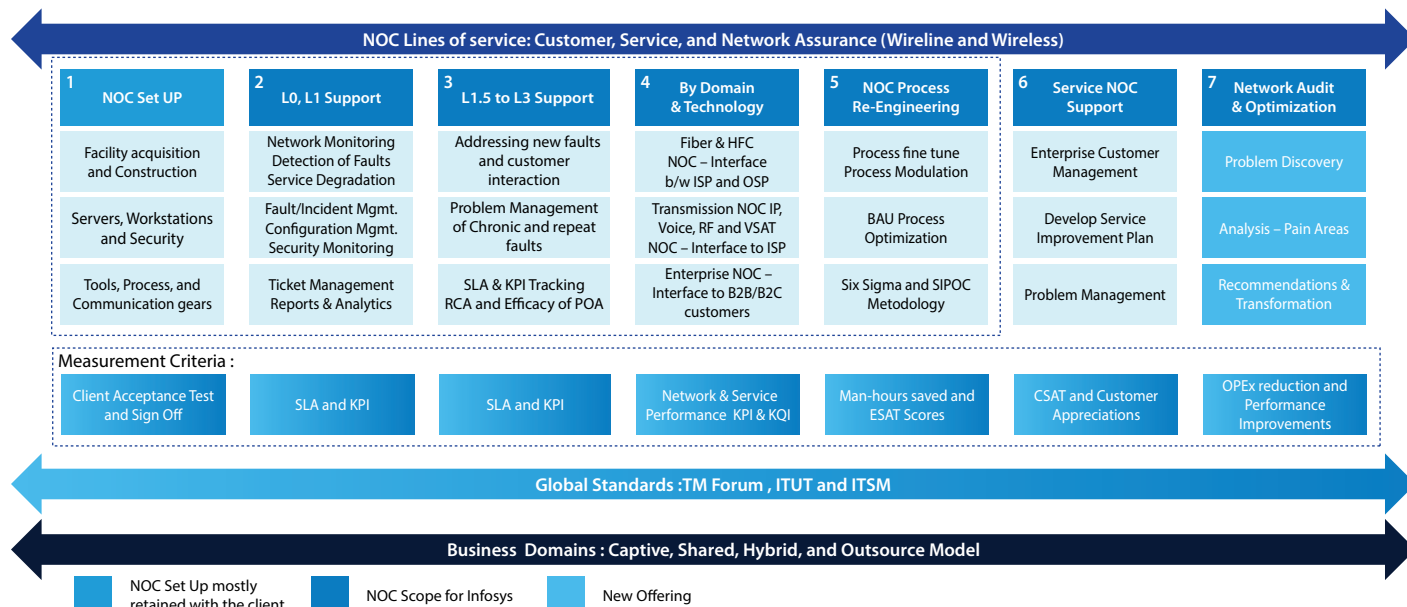


## Advantages Of Outsourcing a Telecom NOC



## Infosys NOC as a Solution: Tailored Service Lines





## Key Success Stories

**Wireless Network Assurance for an Austrian telecom company**

- Wireless network alarm correlation and RCA
- 57% event reduction through correlation and noise suppression
- 2G, 3G, 4G specific scenarios identified by machine learning

**ML driven network assurance & self-heal for a broadband network company in Australia**

- 24% productivity improvement through RCA identification, remediation, and ticket life cycle management
- Automated RCA and correlation for operator's access network

**Wireless Data analytics and insights for a multinational telecommunications company**

- Single service assurance tool for different network services, eliminating multi-tool requirement
- AI/ML-based intelligent assurance sourcing data from 10+ Network Management Systems (NMS), minimizing operator's effort

**End-to-end assurance solution for an Australian multinational mining and metals company**

- Automated correlation and RCA identification.
- Network visualization-based monitoring for geographically distributed enterprise network
- 18 automation scenarios deployed would provide significant cost benefits

## Infosys NOC Solution Benefits

Improved Operator Efficiency (up to 30%)	Reduced MTTR (up to 60%)	Reduced Operations Costs (up to 20%)	Improved Availability (up to 20%)	Reduced Ticket Lifecycles (up to 30%)
<b>Why Infosys</b> 20+ Years of Industry Experience Global Top Tier Clients 1200+ Domain Professionals 47 Global Delivery Centers	<b>Our proprietary platforms</b> 			
<b>Contact Information</b> Let's take the trouble out of troubleshooting— let's talk NOC solutions that keep your network reliable, secure, and always-on.				

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

**Infosys**  
Navigate your next

© 2025 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.