

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

High Upfront and Ongoing Costs Delayed Time to Maturity

High CAPEX on Tools and Technology Weak Governance and Accountability Complex Network Infra Non-Aligned Inventory

Unscalable Operating Model

Lack of Advanced Automation Deteriorating Customer Experience

Advantages Of Outsourcing a Telecom NOC

Cost savings

30–50% lower total cost of ownership, enabling capital optimization for growth and innovation.



Expertise

Access to a broad pool of NOC professionals and advanced tools, without the burden of recruitment or training.



24/7/365 coverage

Round-the-clock monitoring and rapid response capabilities, reducing downtime and mitigating revenue impact.



Flexible scalability

Seamless ability to scale operations up or down based on business needs, without requiring major additional investments



Performance metrics

SLA-driven operations and transparent reporting frameworks enable continuous improvement and stronger alignment with business objectives.



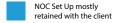
Infosys NOC as a Solution: Tailored Service Lines

NOC as command center has horizontal functions to diverse domain/subdomains: Fiber Operations/Transmission/ IP-Data/Satellite/Enterprise, and Security Network Audit and Optimization: DART
Methodology (Discover, Analyze,
Recommend, and Transform) – Network
Performance Improvement in adherence
to ITSM (IT Service Management), ITU-T
(International Telecommunication Union
Telecommunication Standardization
Sector), and eTOM (enhanced Telecom
Operations Map) standards.

NOC Set Up-as-a-service for greenfield network and inhouse operations. Services will be at consulting level only. Infra and device set up to be owned by client.

NOC Lines of service: Customer, Service, and Network Assurance (Wireline and Wireless) By Domain & Technology Service NOC **NOC Process Network Audit** NOC Set UP L1.5 to L3 Support L0, L1 Support Re-Engineering & Optimization Support Network Monitorina Addressing new faults Fiber & HFC Facility acquisition Process fine tune **Enterprise Customer** Detection of Faults and customer NOC - Interface Process Modulation and Construction Management Service Degradation interaction b/w ISP and OSP Fault/Incident Mgmt. Problem Management Transmission NOC IP. Servers, Workstations **BAU Process Develop Service** of Chronic and repeat Voice, RF and VSAT Configuration Mgmt. and Security Optimization Improvement Plan faults Security Monitoring NOC - Interface to ISP Enterprise NOC -Tools, Process, and SLA & KPI Tracking Six Sigma and SIPOC Ticket Management Interface to B2B/B2C Problem Management Communication gears Reports & Analytics RCA and Efficacy of POA Metodology customers Measurement Criteria: SLA and KPI Global Standards: TM Forum, ITUT and ITSM

Business Domains: Captive, Shared, Hybrid, and Outsource Mode



NOC Scope for Infosys

New Offering

Key Success Stories



- 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

Reduced Operations Costs (up to 20%)

Improved Availability (up to 20%)

Reduced Ticket Lifecycles (up to 30%)

Whv **Infosys**



(up to 60%)

20+

ears of Industry

Experience

Global

Top Tier Clients



1200+

Domain Professionals



47 Global Delivery Centers

Our proprietary platforms





Contact Information

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

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