EmergeFlow
SMALL DIFFERENCE. LARGE IMPACT.

Case Study
SOC NOC Reporting

COMPANY BACKGROUND

We were working with the top mobile telecommunication company in Southeast Asia, which had a variety of offerings under their business umbrella such as economical device bundles, mobile data plans, wireless and fiber, etc. It has been providing internet services for 34 years and serves over 14 million users.

NEED OF THE CLIENT: SOC NOC REPORTING

SOC (security operations center):
The main goal is to defend organizations against online threats

NOC (network operations center):
It aims to maintain efficient business network operations during outages, natural calamities, etc.

SOC NOC reporting involves gathering various data of a day regarding network traffic, voice traffic, sources, etc., and processing them to get critical information in a digestible format. They are crucial to ensure uninterrupted network operations in a safe environment. The company depends on these reports as a shield to avoid any crashes, failures, or cyber thefts. These reports provide information regarding the following:

- Daily Network Status Update
- App Volume Distribution
- Daily network Status Update
- Data Trend Data Volume
- CS Voice + VoLTE
- Total PS Data Traffic Volume

BEFORE AUTOMATION

Earlier, personnel from the NOC department aggregated and consolidated the data regularly to draft reports. He extracted data from multiple resources and had to work regularly, despite any national holiday or emergencies, to prepare the reports.

Time Required: 2 hours (120 minutes)

Not only did this take considerable time but there was always a chance of error when dealing with so much data manually. Moreover, It was a technical job that did not require any expertise.

AFTER AUTOMATION

The entire process which took 2 hours to complete, was taken over by bots and done efficiently in the backend.

- Input files for creating reports are received by auto-generated email from their ERP system. On average, we get about 12 emails throughout the day from various sources.
- At 6 am local time, bots run to generate reports, which are sent in ppt and pdf format via email.

Time Required: 20 minutes (earlier 30 minutes)

So, the task is completed faster and accurately and removes any distractions for the team. They receive processed data with the desired information before their office hours right into their emails.

HOW DID AUTOMATION HELP OUR CLIENT WITH SOC NOC REPORTING?

Automation helped the telecommunication company get reports timely and with more accuracy.

- 600 hours per year were saved on a repetitive task.
- They did not need to spend hours on a task that could be done completely in the back end.
- The personnel assigned to do the job could work on tasks that required their expertise.