

A global tier-1 network provider uses the 4PointX Process Anomalies to increase customer satisfaction

Customer Challenge

A global telecommunications network provider contacted 4PointX seeking to transform their operations and improve customer experience. Challenges faced:

- Poor network performance caused by frequent failure of tower equipment
- Poor capacity utilization & network resource management. Lack of accurate usage information and insights to avoid unnecessary network build and infra upgrade activity

Products

4Pointx Process Anomalies

4Pointx IIoT Workbench



Line of Business

Telecommunications Network Provider

Business Objectives

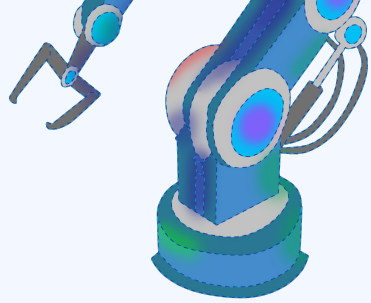
- Increase CSAT through better network performance
- Increase capacity utilization and avoid unnecessary infra cost

Use Case

- Use 4PointX Process Anomalies to predict equipment failure in advance
- Use 4PointX IIoT Workbench to ingest and analyze device logs

Results

- 52% reduction in packet drops
- Increase in network utilization from 71% to 79%



Simplifying Industrial Analytics

4PointX simplifies industrial analytics of things (IIoT).
The 4PointX IIoT Workbench enables Plant managers to build and deploy
data-driven solutions in an automated manner.

(+91) 98860 16564
Registered No. 201928984Z
4pointx.com
info@4pointx.com

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