

# Eureka Clusters AI

## CANOPY Project (draft)

Cognitive and Automated Network Operations  
for Present and BeYond

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April, 2021

CELFINET is a mobile networks engineering provider, offering a suite of products that increase efficiency in network management as well as delivering expert services for mobile networks. We are a trusted technology partner to some of the world's leading mobile operators, enabling them to extract maximum value from their Radio Access Network (RAN).

**16**

Years of experience  
in the field

**230**

Experts in  
engineering

**40**

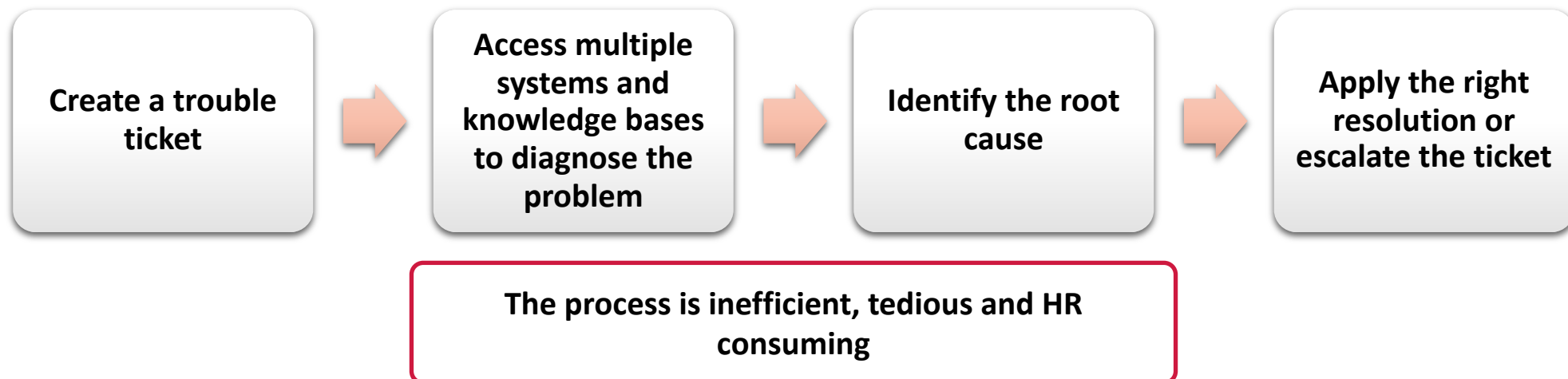
mobile operators  
worldwide

### Our Vision

To be considered by mobile telecom operators around the world as their most reliable and resourceful RAN engineering partner.

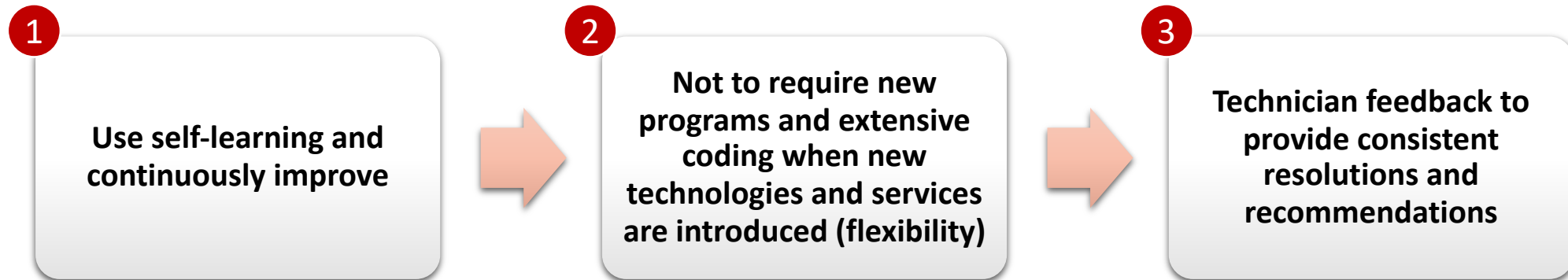
- The Network Operations Centers (NOC)s still operate in **reactive mode**: diagnostics and troubleshooting only begins after a problem occurs on the network, a service is impacted or a customer calls.
- The NOC engineers have access to information such as , Fault Management (FM) data (alarms), Performance Measurement (PM), Configuration Management (CM), **but they lack an effective way to diagnose and resolve issues quickly.**
- **Mean Time To Repair (MTTR) is affected**, impacting network and service availability, operational efficiency, and customer satisfaction.

### Typical Approach



### Cognitive NOC Approach

- **Improve the NOCs maturity** and can evolve them to Service Operations Centers (SOCs), focusing on critical customer service issues and also empowering them to become **proactive and preventive**.
- **Quickly identifies the right resolution** based on the various sources of structured and unstructured information the solution is trained on.
- **Continuously learns** from the interactions and get better over time and builds expertise in the domain.
- Supports **automated resolution** of problems where applicable, evolve to an **unattended NOC**.



# CANOPY Research Project Proposal

## Execution Plan

