

infinitAIZEN

Customer Story

Telecommunications

Protecting the SLA Before It is at Risk

A fixed wireless access operator maintains a 99.99% SLA rate and spends 80% fewer engineering hours on remediation. InfinitAIZEN spots SLA risk early and resolves issues through approved runbooks, with zero remediation downtime.

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Results

99.99%
SLA rate

0
Remediation downtime

80%
Fewer engineering hours

The Goal

SLA risk is handled before customers feel it. Remediation follows the operator's approved runbooks exactly and causes no service interruption. Engineers handle exceptions, not routine fixes.

Why InfinitAIZEN

Acting on the prediction
Threshold alerts fire only after an SLA is already at risk. InfinitAIZEN acts on the prediction.

Approved runbooks only
Orchestrate runs the operator's approved runbooks deterministically and uses models to decide when to act, not how.

Stateful remediation
Pause, resume, and recovery keep multi-step changes consistent, even when a step fails.

At a Glance

INDUSTRY
Telecommunications

InfinitAIZEN PRODUCTS
Orchestrate + Foresight

SYSTEMS
FWA site performance telemetry

DEPLOYMENT
Operator managed environment

Methods Used

- Foresight ML
- Rules
- Workflow
- Human gate

How It Works

01 Monitor
Live performance signals from FWA sites stream in continuously.
Foresight ML

02 Predict
Models flag degradation that is likely to put a customer SLA at risk.
Foresight ML

03 Evaluate
Orchestrate determines which SLAs are affected and which approved remediation applies.
Rules

04 Remediate
The runbook executes step by step, with each step verified before the next. The workflow can pause, resume, and recover without leaving a change half-applied.
Workflow

05 Escalate
Anything outside an approved runbook goes to an engineer with the case already prepared.
Human gate

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