NetBrain

Reducing MTTR and Achieving Operational Excellence with Network Automation

KEY RESULTS

**88% Reduction in
Daily network check time**
2 hours to **10 minutes**

Accelerated MTTR
Faster troubleshooting
for all engineers

Improved MTTI
Proactive identification of
network issues

Summary

To address challenges with network visibility and operational efficiency, a regional bank partnered with NetBrain. The implementation focused on automating network diagnostics and leveraging data-driven insights to proactively manage the network, leading to significant time savings, improved reliability, and faster mean time to resolution (MTTR).

Problem

The bank's network engineering team faced several key challenges:

- **Unpredictable Circuit Outages:** Internet circuits would fail or be neglected without proactive alerting, risking service disruptions.
- **Manual, Time-Consuming Processes:** Engineers spent the first one to two hours of each day manually skimming the network for issues.
- **Inconsistent Troubleshooting Speed:** The organization was concerned with how quickly engineers of varying experience levels could resolve issues, directly impacting MTTR.
- **Reactive Posture:** The team often learned of problems from other departments, leading to a slow "Mean Time to Innocence" (MTTI).

Solution

The regional bank implemented the NetBrain platform to automate and modernize its network operations.

A central initiative was codifying the senior engineer's daily troubleshooting ritual into a custom NetBrain Chatbot. This bot now automatically performs comprehensive checks, providing a simple "green or red" status report each morning. The team also leveraged NetBrain's dynamic alerts to monitor internet circuits, catching issues within minutes.

Furthermore, the bank utilized NetBrain to embed expert-level troubleshooting commands and logic into automations. This allowed other engineers to see the commands a senior engineer would use in real-time, standardizing and accelerating problem resolution across the team.

REGIONAL BANK RESULTS

- **80% Reduction in Daily Diagnostics:** The automated Chatbot reduced the daily network health check process from 2 hours to just 10 minutes, reclaiming valuable engineering time for strategic initiatives.
- **Accelerated Mean Time to Resolution (MTTR):** By codifying expertise into automations, NetBrain empowered all engineers to troubleshoot issues quickly and effectively, significantly reducing the time to resolve network problems.
- **Improved Mean Time to Innocence (MTTI):** The shift to a proactive monitoring stance allowed the network team to identify and often resolve issues before they impacted other business units, proving the network's reliability and eliminating time spent defending against false accusations.
- **Proactive Issue Resolution:** With NetBrain alerts, the team can now identify and respond to circuit issues within approximately five minutes, preventing downtime and enhancing service reliability.
- **Enhanced Security Posture:** The implementation of a data-driven CIS compliance dashboard allowed the network team to proactively tackle security issues, improving collaboration with the security team.

About NetBrain

NetBrain provides the industry's leading platform for network automation, enabling organizations to automate network diagnostics, documentation, and troubleshooting. By transforming manual processes into dynamic, executable runbooks, NetBrain helps enterprises achieve unprecedented levels of operational efficiency and reliability.