



CLIENT SUCCESS STORY

Predicting Outages and Minimizing Their Impact with AI

How Trask Network Genius Helps a Major Telco Operator

For a telco operator, outages can disrupt critical services, affect customers at scale, and create significant revenue, reputational, and regulatory risk. O2 wanted to prevent those situations and move from reactive firefighting to proactive operations using an AI-driven platform that anticipates failures, accelerates issue resolution, and enables self-healing across complex network infrastructure.

INDUSTRY	CORE PLATFORM	ENGAGEMENT
Telecommunications	Trask Network Genius	AI Outage Prediction & Self-Healing



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Client Profile

O2 is a major telecommunications operator. At the scale it operates, network outages can disrupt critical services, affect customers broadly, and create significant revenue, reputational, and regulatory risk.



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Business Challenge

O2 needed to move from reactive firefighting, monitoring dozens of screens and responding after the fact finding to proactive operations that anticipate problems before customers are affected.



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Trask Engagement

Trask implemented Network Genius, its unique AI-driven platform that accelerates issue resolution, anticipates failures, and enables self-healing across complex infrastructures improving reliability, operational efficiency, and customer experience.

- ✓ Real-time monitoring through a single, unified UI
- ✓ AI-driven failure prediction across the network
- ✓ Automated self-healing of complex infrastructure
- ✓ Pre-deployment testing of configuration changes
- ✓ AI-driven root cause analysis
- ✓ Proactive capacity planning for high-demand events



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Technology Landscape





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Results & Impact

Operators can now access the information they need through a unified UI to spot potential network outages. This replaces manual investigation with real-time system understanding, allowing teams to resolve problems faster and operate with confidence at scale — simply by typing a request.

50%

Reduction in major outages

75%

Reduction in outage impact

87.5%

Reduction in incident resolution time (from 4+ hours to under 30 minutes)

60%

Reduction in technical support calls



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Client Testimonial



"In the past, operators had to monitor dozens of screens at once. Today, we have a central 'brain' that assesses the situation and makes recommendations on its own. This allows us to test the impact of configuration changes even before deployment. For example, ahead of a concert with 50,000 people, we can prepare the network in advance so that everyone has a high-quality connection."

Jan Hruška
CTO, O2



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About Trask

Trask Solutions specializes in AI-driven network operations software for telecommunications providers — including Network Genius, the platform behind this engagement — helping operators move from reactive firefighting to proactive, self-healing infrastructure.

trask**TRASK SOLUTIONS**

AI-Driven Network Operations for Telecommunications