



Telecommunications

AI-powered solutions

OUR INDUSTRY GOALS

Efficient Network Operations



Achieve network excellence by automating the detection, diagnosis, and action recommendations for network performance and operational issues, streamlining the process of identifying and resolving network problems, and ensuring optimal network performance and reliability.

Reduce Energy Cost



Dynamically maximize power savings while guaranteeing Quality of Service, using AI to optimize energy usage based on network demand, leading to significant cost savings without compromising on service quality.

Customer Satisfaction



Proactively address technical customer complaints even before they happen, using predictive analytics to identify potential issues and resolve them proactively, leading to improved customer satisfaction and loyalty.

Manage Data Overload



Collect network and customer data from multiple sources, usually stored in silos, to perform cross-correlated advanced analytics, providing a comprehensive view of network performance and customer behavior, and enabling more informed decision-making.



OUR SOLUTIONS



AI CARE SUITE

Automated issue resolution



POWER SAVING ADVISOR

Save energy without impacting
network quality



NETWORK ADVISOR

AI-driven network troubleshooting



NOC AUTOMATION

AI-driven network operations



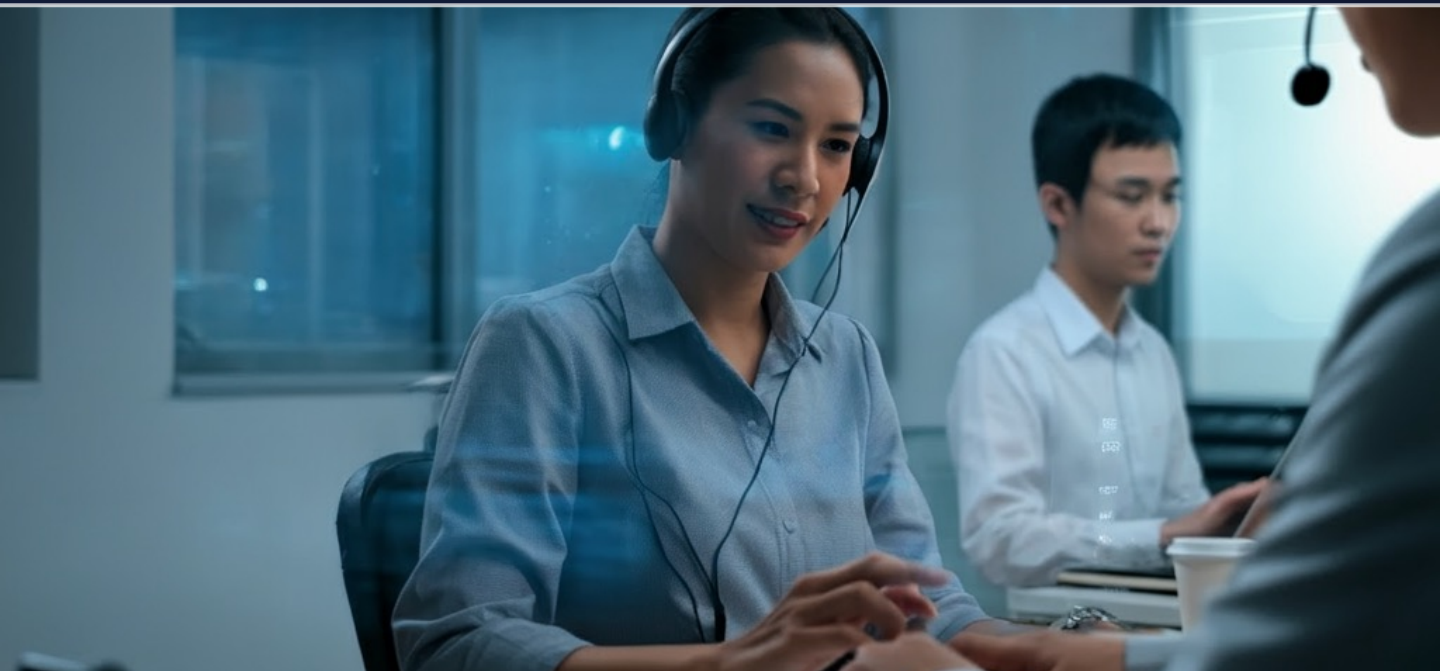
AI CARE SUITE

Automated issue resolution

AI Care Suite is a modular suite of Predictive and Generative AI-powered solutions designed to work seamlessly together to transform how telecom and network service providers manage customer experience and operational efficiency.

By combining predictive AI decision-making with generative AI explanations, AI Care Suite enables operations teams to anticipate issues, respond faster and more accurately, and significantly reduce manual effort.

The system delivers instant root-cause analysis and suggests responses in natural language for customer service agents, along with technical descriptions for engineering and operations teams.





KEY BENEFITS

Boost Customer Satisfaction



By delivering instant, expert-level support, AI Care Suite helps improve **Net Promoter Scores (NPS)** and significantly reduce customer churn. Issues are often resolved during the very **first call** or store visit, minimizing customer effort and frustration. This leads to **faster response times**, more effective resolutions, and ultimately, happier customers who feel valued and supported throughout their service experience.

Empower Frontline Teams



AI Care Suite empowers Level 1 agents and store staff with **instant root-cause analysis** and actionable solutions—typically in **under 30 seconds**. It delivers natural language guidance tailored to both customer service and engineering teams, boosting first-call resolution through automatically triggered virtual tickets. This not only enhances quality of service (QoS) but also strengthens overall brand perception.

Scale Expert Knowledge with AI



AI Care Suite captures and digitalizes engineering know-how, making it scalable as operations grow. Through a simple, intuitive interface, it delivers AI-driven **root cause analysis** and actionable recommendations, enabling teams to resolve issues efficiently and consistently.

Streamline Engineering Workloads



AI Care Suite significantly **reduces the workload** on Level 2 support by providing comprehensive insights that enable smarter prioritization of network fixes. This leads to **improved operational efficiency** and empowers engineering teams to focus on the most impactful tasks.



POWER SAVING ADVISOR

Save energy without impacting network quality

Power Saving Advisor (PSA) is an AI-powered solution designed to optimize network energy efficiency using RAN vendors' Power-Savings-Features (PSFs) while maintaining high-quality user experience.

Leveraging advanced machine learning algorithms, PSA proactively adjusts power-saving features based on subscriber behavior, traffic patterns, and key network performance indicators.

By aligning with client-defined performance standards, PSA reduces operational costs without compromising service quality. It integrates Tupl's MLOps capabilities with an Action Manager component to ensure automated responses to changing network conditions.

PSA continuously monitors energy consumption across multiple aggregation levels and tracks configuration changes alongside performance metrics to ensure sustained optimization.

While most operators already use RAN vendors' PSFs, these settings are typically applied uniformly across regions or clusters, with limited insight into their impact on customer experience.

As a result, the configuration tends to be conservative and fails to maximize potential energy savings.





KEY BENEFITS

Intelligent Power Savings Orchestration



PSA goes beyond basic vendor-deployed features by orchestrating a comprehensive, zero-touch power-saving strategy—optimizing energy use cell- by- cell for maximum efficiency.

Energy Efficiency Without Compromise



Achieve substantial energy savings while preserving a seamless customer experience, with no degradation in service quality.

Scalable and Cost-Effective Flexibility



Adapt and expand effortlessly—PSA's ML models can be modified and scaled in a cost-efficient manner to meet evolving network demands.

AI-Enhanced Operational Expertise



Leverage AI to scale engineering knowledge and automate decision-making as operations grow, improving consistency and operational performance.

Knowledge Digitalization



Capture and digitalize expert knowledge, transforming it into actionable intelligence that powers smarter, automated network management.



NETWORK ADVISOR

AI-driven network troubleshooting

Network Advisor is a Predictive AI and Generative AI powered solution designed to help engineering teams to diagnose and resolve complex network issues with greater speed and precision.

By automating the analysis of network data and delivering near real-time insights, intelligent root cause identification, and recommended actions, Network Advisor enables engineers to respond faster, more accurately, and with significantly reduced manual effort.

Built on advanced machine learning and multi-source data integration, it offers a comprehensive view of network health, enabling proactive maintenance, strategic planning, and long-term network resilience.





KEY BENEFITS

Boost Network Performance & Customer Satisfaction



By automating root cause analysis and performing automated resolution actions instantly, Network Advisor helps resolve issues before they escalate—ensuring optimal network performance. This leads to faster resolution times, fewer escalations, and improved customer satisfaction, while reducing churn and enhancing service reliability.

Empower Engineering & Operations Teams



Network Advisor provides a simple, intuitive interface that enables engineers and operations teams to act quickly and confidently—no coding required. It integrates seamlessly with existing workflows such as NOC, field services, or SON, delivering consistent, expert-level support across all operational layers.

Scale Expert Knowledge with AI



Network Advisor captures and digitalizes engineering expertise, making it scalable as operations grow. AI-driven automation ensures consistent, high-quality decision-making, even in complex environments—enhancing accuracy, speed, and consistency across the board.

Streamline Engineering Workloads



By automating repetitive diagnostics and providing clear, actionable insights, Network Advisor reduces the burden on engineering teams. This allows experts to focus on high-impact tasks, while AI handles routine analysis—boosting efficiency and accelerating time-to-resolution.



NOC AUTOMATION

AI-driven network operations

NOC Automation (NOA) is an AI-powered solution designed to revolutionize how network operations teams manage network performance and incident resolution.

By automating the diagnosis, and resolution of known network issues, NOA reduces manual interventions, accelerates response times, and enhances operational efficiency across the entire network operations lifecycle.

AI-Based Automated Network Operations Center

While Mean Time Between Failures (MTBF) is improving, unexpected equipment failures still occur. As networks grow more complex and customer expectations rise, meeting these demands requires a new approach. Despite technological advancements, significant manual and repetitive work is still needed to address critical alarms. Tupl's NOC Automation addresses this challenge with the power of AI. Once relevant data sources are integrated, Tupl's ML toolkit extracts root cause information, performs automated actions, and generates/updates tickets with detailed analytics.





KEY BENEFITS

Boost Network Reliability

NOC Automation strengthens network reliability by resolving issues the moment they arise. Leveraging automated diagnostics and AI-driven workflows, it ensures faster response times, minimizes service disruptions, and delivers a more consistent customer experience—ultimately reducing churn and increasing satisfaction.



Scale Operational Expertise with AI

By capturing and digitalizing engineering best practices, NOC Automation transforms them into scalable, AI-driven processes. It continuously learns from historical data and near real-time events to deliver consistent, expert-level decisions across all network operations.



Streamline Engineering Workloads

NOC Automation significantly reduces the manual workload for Tier-1 teams and improves the efficiency of Tier-2 and Tier-3 operations. It automates repetitive tasks, prioritizes critical incidents, and enables engineers to focus on high-impact activities.

