



Press release
Paris, April 11th, 2024

Orange Introduces Augtera Network AI Platform to offer best-in-class quality of service and customer experience

- Orange integrates Network Artificial Intelligence as part of its Network Operating Center (NOC) tools after a two-year production trial of Augtera that identified Artificial Intelligence/Machine Learning (AI/ML) operational use cases to achieve transformative business results.
- It will reduce Network Operation Centers alarms by 70%

Paris, Palo Alto, CA, April 11th, 2024 Augtera Networks, the industry leader in AI/ML-powered Network Operations platforms, and Orange, today announced that Orange is adding Augtera Network AI platform to its NOC tools to leverage AI/ML in daily network operations. This will enable Orange NOC to use AI capabilities to:

- Reduce by 70% the daily number of alarms displayed today that the NOC needs to address thanks to Augtera's network topology knowledge-based Auto-correlation
- Prevent network failures by leveraging Augtera's Anomaly Detection which allows to identify incidents before they actually occur, and therefore improving quality of service.

This integration will start in April and will be fully rolled out by end of 2024 in Orange Global Networks, a worldwide, Tier One IP network service that serves both wholesale and B2B customers, and comprises thousands of IP routers in 800 Points of Presence across 100 countries.

This comes on the heels of a two-year production trial of Augtera in multiple Orange networks including the French Backbone, Orange Global Network and SD-WAN Network. The trial comprised thousands of backbone and PE routers and thousands of SD-WAN CPEs (Customer Premise Equipment). The trial evaluated Augtera Network AI technical capabilities along with quantifying the business value of AI/ML for multiple use cases.

The 70% reduction in alarms by Augtera allows Orange operations experts to focus on true incidents and improve their proactivity, identifying network incidents before they are noticed by its customers, for improved customer experience. The ability to prevent network failures was confirmed, analysing weak signals on the network by preventive data plane, control plane, congestion, system and environmental anomalies generated by Augtera.

Augtera is directly integrated with Orange International Networks in Orange Private Cloud to capture network topology and various network related data. Machine learning models are built using Orange data by Augtera Network AI platform on-premises using unsupervised and online learning. These include models for anomaly detection on metrics, logs and models for auto-correlation built using auto-discovered network topology.

“Over the past two years we have been evaluating Augtera AI in various production environments to assess both the technical capabilities and business outcomes. Through a systematic evaluation of multiple use cases, we have identified two initial ones that produced excellent results during the trial. We are pleased to be moving forward to integrate Augtera with our existing NOC tools to bring transformative efficiency and predictability to our operations. This aligns with our ongoing commitment to pioneering the adoption of AI/ML and innovating to provide the best-in-class experience to our customers.”, said **Jean-Louis Le Roux, Executive Vice President International Networks at Orange**.

“Orange has been a visionary in the adoption of AI/ML for network operations and was among the pioneers to trial Augtera. We are delighted to integrate our Network AI platform as part of Orange’s NOC tools following the excellent results from the production trial. This not only underscores the industry-leading AI algorithms, scale, and maturity of our platform but also highlights AI’s capability to deliver transformative business results for network operators.”, said **Rahul Aggarwal, Founder & CEO at Augtera Networks**.

About Orange

Orange is one of the world’s leading telecommunications operators with revenues of 44.1 billion euros in 2023 and 137,000 employees worldwide at 31 December 2023, including 73,000 employees in France. The Group has a total customer base of 298 million customers worldwide at 31 December 2023, including 254 million mobile customers and 25 million fixed broadband customers. The Group is present in 26 countries. Orange is also a leading provider of global IT and telecommunication services to multinational companies under the brand Orange Business. In February 2023, the Group presented its strategic plan "Lead the Future", built on a new business model and guided by responsibility and efficiency. "Lead the Future" capitalizes on network excellence to reinforce Orange's leadership in service quality.

Orange is listed on Euronext Paris (symbol ORA) and on the New York Stock Exchange (symbol ORAN).

For more information on the internet and on your mobile: www.orange.com, www.orange-business.com and the Orange News app or to follow us on Twitter: [@orangegrouppr](https://twitter.com/orangegrouppr).

Orange and any other Orange product or service names included in this material are trademarks of Orange or Orange Brand Services Limited.

About Augtera

For more information about Augtera Network AI Platform read our [data sheet](#)

Follow us on our [LinkedIn](#) page for targeted updates and announcements.

Press contacts Orange:

Krista Stephens krista.stephens@orange.com

Tom wright tom.wright@orange.com

Press contacts Augtera:

Allan E. Rickhi allan@augtera.com +1 617 448 0474