Global Hospitality Group Gains Unified Network Visibility and Reduces MTTR Across Thousands of Locations with Selector

SELECTOR

Global Hospitality Leader | Selector Platform Deployed on GKE Cloud

Problem/Opportunity

A global hospitality organization operating thousands of properties across more than 100 countries faced increasing complexity within its distributed network infrastructure. Its IT and network operations teams struggled to maintain visibility across multiple domains — from on-property systems to corporate data centers — while relying on numerous monitoring tools from different vendors. This multi-domain fragmentation made it difficult to correlate data, identify early indicators of performance degradation, and prevent service disruptions that could affect guest experience and operational efficiency.

Solution

The customer deployed the Selector AIOps Platform in its GKE Cloud environment to consolidate visibility, streamline network operations, and proactively manage service performance across its global footprint. Selector ingested and correlated telemetry from diverse data sources — ranging from Juniper MIST and PAN SD-WAN to Cisco Umbrella, BigPanda, and ServiceNow — to provide:

- Full-stack visibility across wired, wireless, and cloud environments
- AI-driven correlation and root cause analysis for rapid issue detection
- Digital Twin (DVR Playback) to visualize network behavior over time
- Natural-language interaction via Selector Copilot, enabling operators to query the network conversationally for instant answers

Key Technologies Used

- AI/ML-Driven Correlation + RCA
- Data Normalization & Context Enrichment
- Generative AI / Network LLM

- Digital Twin / DVR Playback
- Selector Copilot (Natural-Language Interface)
- Integrations with: Juniper MIST, PAN SD-WAN, BigPanda, Cisco Umbrella, ServiceNow, NetMRI, Infoblox, Forescout, NXAPI, IPStack

Outcomes

- ✓ **Reduced MTTR & Alert Fatigue:** Proactive correlation across 24,000 devices cut troubleshooting time from hours to minutes.
- ✓ **Improved Service Uptime:** Automated anomaly detection and AI-driven insights helped prevent disruptions to guest connectivity and property systems.
- ✓ **Accelerated Onboarding & Knowledge Transfer:** Selector's Copilot natural-language interface enabled faster training of new engineers and reduced dependency on domain experts.
- ✓ **Operational Efficiency & Time Savings:** Unified dashboards eliminated manual cross-tool investigation, saving thousands of engineering hours annually.

Results Snapshot

Metric	Impact
Devices Monitored	~24,000 across global locations
Data Sources	8+ major infrastructure and ITSM systems
MTTR	Reduced dramatically through AI correlation
Service Uptime	Significantly improved
Engineering Hours	Thousands saved annually