SELECTOR

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CUSTOMER STORY

# How a Leading Telecommunications Provider Improved Event Connectivity

A leading telecommunications provider partnered with Selector to improve visibility across temporary private 5G event infrastructure, helping operations teams accelerate incident detection, reduce reliance on onsite troubleshooting, and create a repeatable monitoring framework for future venue deployments.

## At a Glance

CUSTOMER

**Leading Telecommunications Provider**

INDUSTRY

**Telecommunications**

DEPLOYMENT

**Hybrid**

PRIMARY OBJECTIVES

- Improve visibility across temporary event networks
- Accelerate incident detection and response
- Reduce dependence on onsite troubleshooting
- Create a repeatable monitoring framework for future venue deployments

KEY CAPABILITIES

Smart Alerting | Network Monitoring | Event Correlation | Site Health Monitoring

BUSINESS IMPACT

- Reduced alert recognition time from 15 minutes to approximately 1 minute
- Faster root cause analysis during live events
- Improved visibility across temporary venue infrastructure
- Established a repeatable monitoring model for future deployments

## The Challenge

### Supporting High-Stakes Event Operations with Limited Visibility

A leading telecommunications provider was responsible for delivering dedicated connectivity services across temporary private 5G environments supporting major sporting events. While the infrastructure could be deployed quickly, monitoring and troubleshooting remained challenging. Operations teams often had limited visibility into network conditions and relied on onsite personnel or customer-reported issues to identify service disruptions.

The challenge became more complex as deployments expanded across multiple venues and technology domains. Telemetry was distributed across multiple systems, making it difficult to establish a complete operational picture during troubleshooting efforts. Teams needed a more proactive approach that could improve awareness, accelerate response times, and provide a consistent monitoring experience across future event deployments.

## The Solution

### Building a Repeatable Monitoring Framework

The organization implemented Selector as a centralized platform for network monitoring, observability, alerting, and operational analysis across temporary venue environments. Selector consolidated infrastructure telemetry, operational data, and network performance information into a unified operational workflow.

The deployment introduced site-level health monitoring, topology visualization, event correlation, and intelligent alerting capabilities that enabled teams to identify issues faster and investigate problems with greater context. Standardized dashboards and alerting models also provided a repeatable framework that could be reused across future venue deployments, improving consistency while reducing operational complexity.

### What Selector Enabled

**Smart Alerting**

Accelerated incident detection through proactive notifications and improved operational awareness.

**Site Health Monitoring**

Provided venue-level visibility into network conditions and infrastructure health.

**Event Correlation**

Connected related events across multiple systems to accelerate troubleshooting and root cause analysis.

**Topology Visualization**

Enabled teams to understand device relationships and investigate issues with greater context.

## The Impact

### From Reactive Troubleshooting to Proactive Operations

Following implementation, the organization significantly improved its ability to detect and respond to network issues across temporary event environments. Alert recognition time improved from approximately 15 minutes to 1 minute, helping operations teams begin investigations sooner and reduce the risk of service disruptions during critical event periods.

Beyond faster alerting, the organization established a repeatable monitoring framework capable of supporting future venue deployments. Teams gained broader visibility into network health, improved operational consistency, and a stronger foundation for scaling event connectivity operations over time.

### Results Snapshot

**Incident Response Efficiency**
Alert recognition improved from approximately 15 minutes to 1 minute.

**Unified Network Awareness**
Near real-time visibility into temporary event infrastructure.

**Faster Root Cause Analysis**
Correlated operational data improved troubleshooting workflows.

**Reduced Operational Dependency**
Less reliance on onsite personnel for issue identification.

**Consistent Venue Operations**
Standardized monitoring workflows across deployments.

**Scalable Foundation**
Established a repeatable model for future event operations.

## Why This Mattered

The organization needed more than faster alerts. It required a monitoring approach capable of supporting a dynamic operational model built around temporary infrastructure and high-profile live events. Selector provided a repeatable framework that could be applied consistently across venue environments while reducing dependence on manual investigation and disconnected monitoring tools.

By improving visibility, correlation, and operational consistency, the deployment created a stronger foundation for supporting event connectivity at scale.

## Looking Ahead

With a scalable monitoring framework now in place, the organization is positioned to expand observability across additional event environments and network domains. Future opportunities include broader telemetry coverage, deeper operational visibility, and increasingly proactive workflows that help teams identify issues before they affect service performance.

## Improve Visibility Across Event Network Operations with Selector

See how Selector helps organizations unify network telemetry, accelerate incident detection, and maintain operational visibility across complex, distributed event infrastructure.

Book a Demo

Explore Selector