Nomination: 19192

DYXnet's InsightNet Intelligent Network: Empowering Enterprise Digital Transformation with AIOps

Page: General Information

Name of Organization / Company

DYXnet

Logo

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Web Site Address

https://www.dyxnet.com/ (https://www.dyxnet.com/)

Page: Entry Information

Entry Title

DYXnet's InsightNet Intelligent Network: Empowering Enterprise Digital Transformation with AIOps

Category

N01 - N03 - Award for Innovation in Technology > N03. Award for Innovation in Digital Transformation > Telecommunications Industries

Submission Format

An Essay of up to 625 Words

Essay

Summary

The worldwide pandemic has reshaped our work and lifestyle norms. At the same time, modern enterprises have undergone a profound transformation by embracing a distributed work model, allowing for greater flexibility in human resources. However, this shift has also led to increased complexity in network architecture, placing higher demands on IT infrastructure and network management. To address this challenge, DYXnet has developed InsightNet, the intelligent network powered by artificial intelligence (AI), to realize the "Artificial Intelligence for IT Operations (AIOps)" and network autonomous management for enterprise customers. By integrating big data, machine learning, and digital human technologies with the existing customer service platform, InsightNet continuously learns about customer needs and network conditions, enabling DYXnet to provide flexible and rapid responses, optimize network performance, and usher in a new era of network AI automation and autonomous network management for enterprise customers.

Realizing AlOps by Streamlining Operational Workflows

With the increasing complexity of network architectures, modern enterprises often struggle with managing and monitoring their networks. Networks now encompass a wide range of devices, applications, and technologies, making it challenging to gain a comprehensive view and understanding of the network infrastructure.

Combining human interaction, intelligence, and network capabilities, InsightNet realizes AlOps by streamlining operational workflows for enterprise customers with the core service capabilities of the network controller. Through DYXnet's self-service customer service platform, enterprises can interact with an Al virtual assistant (digital human) powered by generative Al, leveraging the emerging technology to configure and monitor networks intuitively, receive Al-driven reminders, access visualized network monitoring reports, and benefit from 24/7 online customer services. This innovative dialogue mode significantly enhances the efficiency of network infrastructure operation and maintenance for customers, empowering them to stay informed about their network status and perform self-service operations such as fault reporting and seeking consultations, thereby efficiently resolving common network issues.

Automating Troubleshooting and Preventing Downtime Proactively

Ensuring optimal network performance is essential for enterprises to maintain business operations. However, identifying and resolving performance issues, such as bottlenecks, latency, or bandwidth limitations, can be complex and time-consuming. Moreover, without efficient monitoring and management systems in place, businesses often struggle to detect and resolve issues before they impact users and critical operations. To address these network issues, in the event of network failures, InsightNet will automatically execute predefined plans, switch traffic, and restore business operations based on alarm information. These rapid recovery processes can be completed within minutes, proactively preventing disruptions and downtime, significantly reducing the chances of business disruption, and ensuring uninterrupted operations.

Strengthening Security Posture Against Threats

Network security is another major concern for modern enterprises. With the rise in cybersecurity threats and attacks, monitoring and managing network security has become increasingly critical. InsightNet provides comprehensive services for network attacks, including automated attack detection and protection. It supports various protection mechanisms, such as combating DDoS attacks, cleaning and safeguarding against anomalous traffic, and preventing abnormal access.

Saving Cost with AI Traffic Prediction

Moreover, InsightNet's AI predictive capabilities enable enterprise customers to anticipate traffic trends and plan their network resources accordingly. By adjusting network bandwidth based on predictions and their specific requirements, customers can obtain network resources that align with their business needs, thus reducing network usage costs.

Conclusion

As AI technology presents new opportunities across industries, enterprises are leveraging intelligent digital applications to accelerate their transformation. As critical infrastructures for running digital applications, networks must also keep pace with the times and continuously explore new frontiers. DYXnet is dedicated to empowering enterprise business growth through ICT innovation and will persistently explore the integration of networks and AI, unlocking new possibilities for the future.

For this category please provide
An essay of up to 625 words describing the nominee's innovative achievements in technology since July 1 2021, OR a video of up to five (5) minutes in length illustrating the same.
Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.
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Yes
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