NTT and Grok team up to transform the network with Artificial Intelligence-designed, data-driven operations

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- *Partnering to deliver network operation services combining Artificial Intelligence (AI) and machine learning (ML) innovations*
- *Supporting demanding business environments through network services at scale to reduce complexity, drive automation, and provide proactive response and insights*
- *Creating more adaptable networks that can react to the business and be more available to users*

London, UK - 5th May 2022 - NTT Ltd., a world-leading global technology services provider, today announced its partnership with Grok, a leading SaaS Artificial Intelligence Operations provider, to help organizations realize new advantages and improved experiences across their network through AI and machine learning. Early client deployments of the network platform show a 90% reduction in the number of activities that require manual intervention, resulting in a 50% improvement in speed to identify incidents, and a 50% improvement in time to repair.

Combining NTT's AI-driven network apps, deep insights into network events, and anomaly detection with Grok's AI and machine learning operations platform provides clients with a rapid path to adopting advanced operational features for their networks. No-touch learning capabilities and real-time performance data analysis in network behaviour deliver rapid client value, with the application of AI, providing exponential benefits to the network's overall performance.

The ever-increasing demand for connectivity is challenging legacy systems and driving the need for more intelligent and innovative networks. Higher levels of network health and exceptional client experiences are increasingly vital to modernizing business operations and supporting digital transformation strategies across cloud, hybrid workplace models, IoT, and other applications.

"Technology and operational techniques have been through many fundamental shifts, but the one constant is how critical the network is to the business," said Amit Dhingra, Executive Vice President Network Services, NTT Ltd. "Our clients could not operate without their networks. NTT's network services are designed to deliver the very best levels of operational management with leading advanced capabilities, for which we were recently recognized as Leader for Network Services by Gartner. Our relationship with Grok is part of an ongoing set of investments that differentiate NTT's service and provide networks that deliver for our clients' businesses."

"NTT is one of the leading managed services providers driving innovation through the latest advancement in AI technology to deliver the huge reliability and service levels to their customers," said Casey Kindiger, Chief Executive Officer and Founder, Grok. "We are delighted that they chose Grok AIOps as a key platform to drive their AI strategy. We look forward to our partnership helping their clients proactively manage critical infrastructure and deliver an exceptional customer experience."

To find out more about NTT's Managed Network Services, click here.

About NTT Ltd.

NTT Ltd. is a leading, global technology services company. To help our clients achieve their digital transformation goals, we use our global capabilities, expertise, and full-stack technology services delivered through our integrated services platform. As their long-term strategic partner, we help them enhance customer and employee experience, transform their cloud strategy, modernize their networks and strengthen their cybersecurity. And across their transformation priorities, we automate their business processes and IT, drawing insights and analytics from their core business data. As a global ICT provider, we employ more than 50,000 people across 57 countries, trading in 73 countries and delivering services in over 200 countries and regions. Together we enable the connected future.

Visit us at services.global.ntt

About Grokstream

Grokstream, LLC, is a leading SaaS AIOPs provider that enables organizations to realize the benefits of

machine learning in IT Operations at scale. With Grok AIOPS, the company's flagship AIOPS product, Grokstream is applying a new breed of machine learning to IT service management processes. Grok uses continuous inline learning from streaming log, event, and telemetry data to detect incidents early in their lifecycle and outperform other AIOPS and observability solutions. For more information, visit www.grokstream.com.

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