FLINT
Empowering Through Experience

CASE STUDY

STC - Network Automation with Cisco

Hundreds of routers and switches, upgraded and governed by hand - until they weren't.

CLIENT
Saudi Telecom Company (STC)

SECTOR
Telecommunications

SERVICE
Network automation & compliance using Cisco BPA

The Bottleneck

As one of the Middle East's largest telecom operators, STC runs a vast, fast-evolving network. Continuous upgrades, rising demand and strict compliance turned routine operations into a drag: OS upgrades, large-scale configuration rollouts and compliance governance were all manual — slow, bottlenecked, and exposed to human error. Holding consistent configuration baselines, security hardening and version control across hundreds of routers and switches had become a genuine operational risk.

What Automation Replaced

Flint partnered with Cisco to rebuild the operating model around automation. The shift, in concrete terms:

Before - manual operations	After - Flint + Cisco BPA automation
OS upgrades applied device by device	Orchestrated, simultaneous OS upgrades across multivendor, multi-location fleets
Configurations hand-applied; drift and error	Cisco BPA enforces baselines automatically; configuration drift eliminated
Compliance checked reactively	Automated assessment, remediation and audit-ready reporting
Slow, error-prone provisioning	Zero-touch provisioning and automated troubleshooting (ZTPA)
Ad-hoc validation	Structured pre- and post-validation on every rollout, with rollback readiness

The Framework

The build moved in deliberate stages: assess existing workflows, baselines and upgrade processes and define the automation roadmap and device-coverage strategy; design the framework — Cisco BPA integration, automation templates, validation logic, ZTPA workflows and lifecycle governance; then execute and optimize, fine-tuning automated upgrades, configuration enforcement and rollout governance for scale, reliability and regulatory compliance, with continuous reporting and visibility throughout.

The Payoff

Upgrade and rollout timelines collapsed under zero-touch automation. Automated validation and BPA-driven compliance eliminated configuration drift, security baselines and audit-ready reporting kept STC consistently aligned to regulation, and automated troubleshooting sped incident resolution. What was a manual, error-prone operation is now a scalable, fully governed automation ecosystem ready for STC's next phase of growth.

AI-DRIVEN MANAGED SERVICES

Automation is the foundation; AI is the layer Flint builds on top — applying predictive maintenance and intelligent incident management to the BPA framework so STC moves from automated execution to anticipating faults before they reach customers.

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