



Urban Connect

CLIENT

Technology & Innovation

INDUSTRY

Design · Develop

DELIVERED AS

• Private Hosted Model

• Gemma 3 27B

• Qwen

• High-speed NVLink

AGENTIC DIAGNOSTICS

ISP automates routing diagnostics via AI

Urban Connect's agentic diagnostic agent works a network fault out for itself, pulling the logs, querying the routers and upstream providers, then writing the call-centre ticket, so support is proactive instead of a manual scramble.

01

THE CHALLENGE

Urban Connect runs a lot of high-speed dedicated connections, business and consumer, and when something on the network goes wrong the first response was almost entirely manual. The infrastructure would report an issue, and a call-centre agent then had to chase it down by hand: working out what had actually failed, which components were involved, and which customers were affected. It was slow, reactive and ate a lot of agent time, and customers often felt the problem before Urban Connect had a clear picture of it.

02

THE APPROACH

We built Urban Connect an agentic diagnostic agent that does the legwork itself. It picks up the relevant log files proactively the moment an issue surfaces, then queries the other infrastructure in the path, routers and the like, to see how the fault is propagating. It also checks the status of the upstream providers, so it can tell an Urban Connect problem apart from one further up the chain, and builds a complete picture of what has gone wrong and exactly which clients are affected. It then creates a human-facing ticket, or adds to an existing one, with all of that diagnostic detail already attached, so the agent who picks it up starts with the answer rather than a blank page. The agent runs on a privately hosted open model, Gemma and Qwen on our Apex (GPU) private inference infrastructure with high-speed NVLink between the cards, so the network logs and customer data never leave Urban Connect's own environment.

03

THE OUTCOME

Resolutions take far less time now that the diagnostic work is done before a human is even involved. Support has shifted from reactive to proactive, with issues picked up and worked out as they happen rather than after a customer calls in, and the tickets that reach the call centre arrive complete instead of empty. The result is quicker fixes and happier customers.

Urban Connect

FDX - Apex (GPU)

Urban Connect CLIENT	Technology & Innovation INDUSTRY	Design · Develop DELIVERED AS	• Private Hosted Model • Qwen	• Gemma 3 27B • High-speed NVLink
---	---	--	--	--

04 SUMMARY & BENEFITS

- ✓ An agentic diagnostic agent that proactively pulls logs, queries routers and checks upstream providers to pinpoint a fault and who it affects.
- ✓ Tickets created or supplemented automatically with full diagnostic detail, so agents start with the answer.
- ✓ Runs on a privately hosted open model (Gemma, Qwen) on Apex (GPU) private inference with high-speed NVLink, keeping network and customer data in-house.
- ✓ Faster resolutions, proactive rather than reactive support, and happier customers.

Want a result like this?

Talk to us about your own challenge — info@firsttech.digital or +27 10 501 0800.

Let's Talk
→