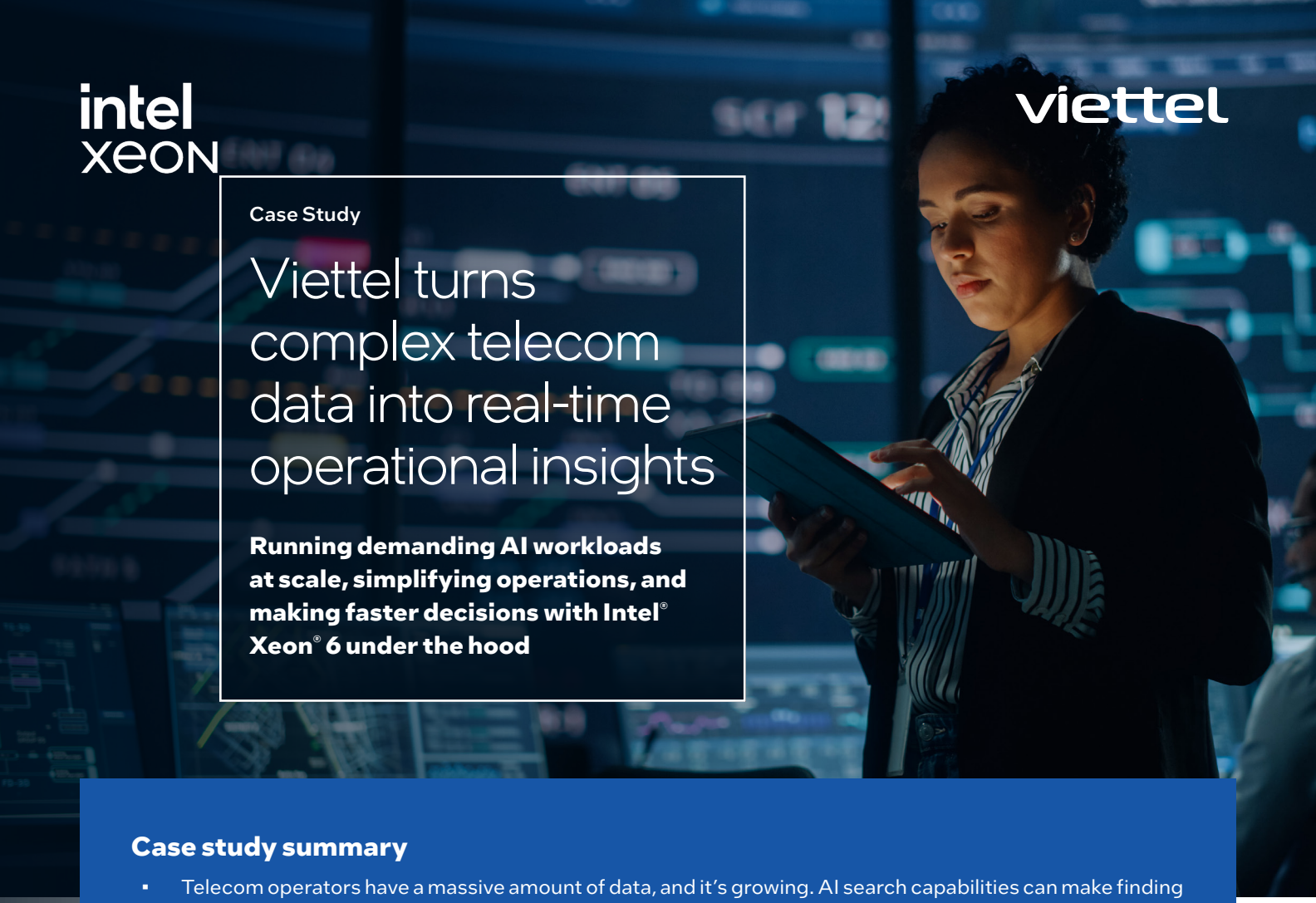


Case Study

Viettel turns complex telecom data into real-time operational insights

Running demanding AI workloads at scale, simplifying operations, and making faster decisions with Intel® Xeon® 6 under the hood

Case study summary

- Telecom operators have a massive amount of data, and it's growing. AI search capabilities can make finding specific data more efficient.
- Viettel Networks' netMind platform, powered by Intel Xeon 6, brings AI natural-language search capabilities to network engineers so they can quickly find, understand, and act on data across disparate sources.
- With Intel Xeon's AI inference capabilities, netMind brings together both a Web Search Agent for real-time information and an Employee Support Agent to streamline tasks and increase efficiency.
- Viettel's results include:
  1. Simplified access to operational intelligence across 12,000 users
  2. Improved workforce productivity
  3. Accelerated decision-making
  4. Enhanced management of increasingly complex networks with greater efficiency and confidence

About Viettel Networks

Based in Hanoi, Vietnam, Viettel Networks is one of the world's fastest-growing telecom operators and the leading provider in the Vietnamese telecom services market. The company serves upwards of 160 million subscribers across 11 companies.



The challenge: Searching enterprise data faster with AI

Modern telecom networks generate thousands of operational events, documents, and performance metrics every day. To find necessary information, engineers must search disconnected systems, which becomes time-consuming the more networks grow. AI can make information easier to find, but traditional infrastructures can't always support complex AI workloads.

Viettel found themselves in this exact predicament. They needed real-time AI, specifically to make their operational data easier for engineers and operations teams to access. But they lacked the necessary compute, performance, memory bandwidth, and responsiveness to make it work.

The solution: netMind cognitive platform

Viettel Networks, in close collaboration with Intel, developed netMind: an AI-powered cognitive platform that serves as an intelligent operational layer across telecom systems. netMind enables engineers to access operational intelligence through natural language while supporting production-scale AI in complex telecom environments, including:

- A Web Search Agent that gathers information from both internal and external sources **in real time**
- An Employee Support Agent that **simplifies everyday workplace tasks** such as scheduling, personnel lookups, and internal data access

In creating netMind, Viettel chose Intel Xeon 6 processors, the platform of choice for compute performance, memory bandwidth, and AI inference capabilities. By drawing on Intel® technologies, Viettel is empowered to support thousands of users while maintaining low latency and high throughput for production AI workloads.

But it goes beyond now. With Intel in its corner, Viettel has a strong foundation for future AI innovation because they've:

- **Simplified access** to operational intelligence
- Improved workforce **productivity**
- Accelerated **decision-making**
- Enabled management of increasingly complex networks with **greater efficiency and confidence**



How netMind works

To help engineers quickly search for information across multiple disconnected systems, Viettel used netMind to introduce a cognitive layer between users and operations. Every query submitted through netMind is processed by a centralized orchestration engine that understands user intent, retrieves relevant contextual memory, and coordinates multiple specialized AI agents running in parallel. These agents collect information from network operations systems, enterprise knowledge repositories, technical documentation, and external sources and then combine everything into a single, source-grounded response.

Rather than simply retrieving information, the platform continuously reasons across multiple knowledge domains, refining responses until sufficient context is available to provide accurate recommendations. This turns operational data from static repositories into an active intelligence layer—and helps engineers make faster, more informed decisions.

How Intel Xeon 6 powers cognitive intelligence

Running production-scale AI requires more than deploying a language model. Enterprise deployments must simultaneously execute multiple AI agents, process long-context information, manage thousands of concurrent requests, and deliver consistently low latency. Intel Xeon 6 processors provide the compute foundation to enable it all.

Intel Xeon 6 processors' high core density enables multiple AI workloads to run simultaneously while maintaining the responsiveness required for real-time telecommunications environments. Intel® AI accelerators complement this capability by delivering high AI inference throughput and high-bandwidth memory, allowing large language models to run efficiently on a single instance without complex model partitioning.

Together, they provide the scalable infrastructure needed to move AI from experimentation to production, enabling organizations like Viettel to deploy intelligent multi-agent platforms that continuously support operational decision-making.

Results: Enterprise-wide efficiency

Today, Viettel's netMind platform serves more than 12,000 users, processes approximately 3,000 operational queries daily, and unifies information across 30 operational systems, enabling teams to troubleshoot faster, simplify decision-making, and improve operational efficiency.

Optimized for production deployments, netMind also delivers the responsiveness needed to support thousands of users running concurrent AI workloads. Working together, AI agents provide reliable, source-grounded responses while helping users complete tasks more efficiently.

> **With the netMind platform built on Intel's next-generation processor infrastructure, Viettel Networks asserts its mastery of applying AI to real-world production environments and empowers our engineering teams to make fast, accurate decisions.**

Le Quang Hieu
Deputy CEO and Chief Technology Officer
Viettel Networks Corporation, Viettel Group

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