LiveAction
A BlueCat Company

LiveAssist

AI-powered add-on with real-time insight, intelligent alerts, and automated root cause analysis for your network

Challenge

Complex enterprise networks that span hybrid, multicloud, edge, and remote environments overwhelm network teams with blind spots, slow troubleshooting, and alert fatigue. This puts network performance and security at risk.

Solution

LiveAssist, an AI-powered add-on for BlueCat LiveNX, delivers real-time insights, intelligent alerts, and automated root cause analysis, simplifying network operations and speeding up response times. Network engineers can query LiveAssist's natural language interface to receive guided root cause analysis and step-by-step remediation advice.

Benefits

- Faster resolution and less downtime
- Proactive performance and security
- Simplified operations for every network engineer

Learn more

Transforming network monitoring into actionable insight

Modern networks are increasingly complex, spanning hybrid, multicloud, edge, and remote environments. Traditional reactive monitoring approaches can't keep up. Network operations (NetOps) teams struggle with blind spots, slow troubleshooting, and alert fatigue. As a result, organizations face higher risks of outages, performance degradation, and security incidents.

NetOps teams need more than better network visibility. To address these challenges, organizations require an intelligent, proactive approach that transforms network monitoring into actionable insights. Network teams need a way to cut through the noise to proactively detect issues, empower engineers at all levels to get answers quickly, and accelerate resolution.

More than just a solution to see everything on your network, you need something designed to help you understand it.

This solution brief explains how LiveAssist, an AI-powered add-on to LiveNX, BlueCat's network observability platform, moves NetOps teams toward real-time network insight and guided issue remediation. This brief explains how LiveAssist works and provides specific use-case examples that demonstrate how it enables proactive issue mitigation, empowers network engineers, and accelerates troubleshooting through root cause analysis. It also highlights key differentiators from other solutions and outlines primary benefits.

Solution overview

By correlating multi-vendor network telemetry and making it accessible through a natural language interface, LiveAssist empowers teams to work smarter, resolve incidents faster, and prevent issues before they spread.

Like having a chatbot for your network, LiveAssist takes the deep, granular data that LiveNX is known for and supercharges it with AI to deliver faster insights, automatic correlation, and simplified access. It has all the power of LiveNX—made even easier, smarter, and more efficient for every customer.

LiveNX is built to see everything on your network. LiveAssist is built to understand it. Together, they make network data not just available, but actionable.

With LiveAssist, you can:

- Cut network downtime and speed issue resolution
- Empower every network engineer on your team with expert-level insights
- Reduce operational costs while boosting productivity
- Gain confidence in your network's performance and security

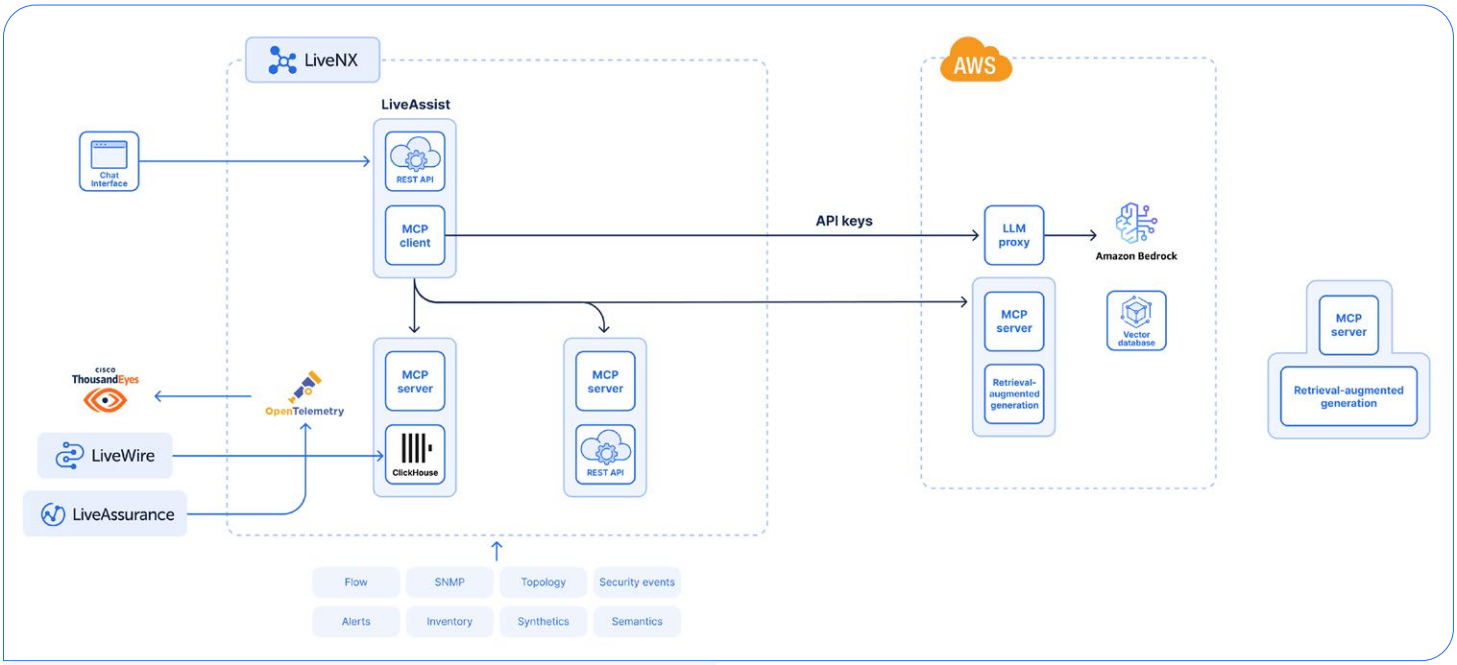

Figure 1: LiveAssist architecture

How it works

Large volumes of network data flow into LiveNX and are stored across multiple internal data repositories. When a user submits a query through LiveAssist's natural language interface, it uses the Model Context Protocol (MCP) as the standard mechanism for accessing this data and exposing LiveNX's capabilities to the large language model (LLM) running in AWS. LiveAssist leverages AWS Bedrock for its LLM, with Anthropic's Claude as a foundation model.

LiveAssist combines queries made through its natural language interface with tools that have access to alerts, flow records, SNMP, and packet data in LiveNX's data repositories. This context is passed to the LLM, which then decides which tools to invoke. Through the MCP client, the LLM calls the necessary MCP servers, which fetch, correlate, and summarize the data before returning a response.

From a data security perspective, when a user submits a request as described above, the query and the definition of available capabilities are sent to the LLM hosted on AWS Bedrock. Acting as an intelligent orchestrator, the LLM instructs the local MCP client to execute specific actions using tools exposed by the MCP server. This process ensures that the MCP client queries the data directly within the customer's secure infrastructure. Crucially, the LLM never accesses the full network datasets; it only accesses the specific results of the query, which are encrypted in transit and returned to the LLM for analysis and summarization. No data is stored in the cloud, and AWS Bedrock processes these results statelessly, guaranteeing that customer information is never retained or used to train external models.

Additionally, the LLM isn't limited to a single tool—it can draw from multiple sources at once to build a richer context and drill deeper into an issue. Because it understands the structure of network data (flows, security events, telemetry, etc.), it can interpret and correlate these inputs to provide clear, actionable answers to users.

Alongside MCP, we have also standardized on OpenTelemetry for data transport. This not only facilitates data movement across BlueCat's products but also makes it straightforward to integrate with third-party tools such as Cisco ThousandEyes and Splunk.

Lastly, to ensure the highest levels of data security, BlueCat's environment is SOC 2 Type II certified.

Five types of use cases

This section outlines five real-world scenarios that demonstrate the benefits of using LiveAssist.

Use case 1: The morning snapshot

Instead of starting the day buried in dashboards, logs, and tickets, network operations engineers can ask LiveAssist's natural language interface, "What's on fire this morning?" or "What needs attention?" In turn, LiveAssist delivers a clear

snapshot of the most pressing issues, what's trending, and what may escalate if left unchecked. This allows network teams to prioritize immediately, reduce wasted effort, and ensure that the highest-risk issues are addressed first.

Outcome: NetOps teams begin their day with clarity and confidence, reducing cycles of waste and ensuring they address the highest-risk issues first.

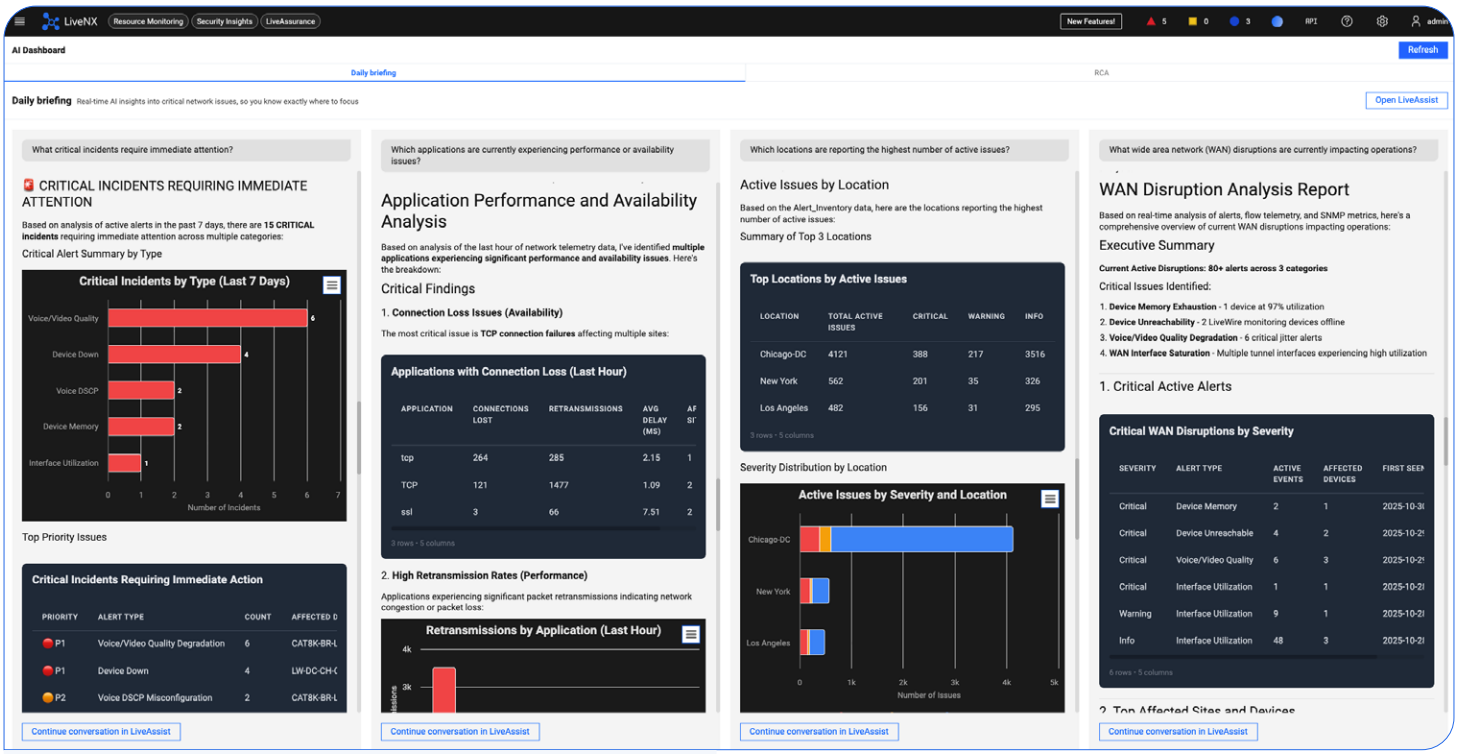

Figure 2: LiveAssist morning snapshot dashboard

Use case 2: Proactive mitigation of performance issues

Large enterprises managing complex hybrid cloud, WAN, and SD-WAN environments often experience performance degradation during peak hours. With LiveAssist, early warning signals of network saturation are automatically discovered through AI-driven anomaly detection. It not only surfaces a prioritized view of risks and guided remediation through root cause analysis, but it also provides predictive insights for capacity planning. This helps network teams forecast bandwidth demand, optimize resources, and intervene before outages impact critical applications.

Outcome: Network teams can anticipate and prevent performance bottlenecks, improve capacity planning accuracy, and maintain consistent application performance even during peak utilization.

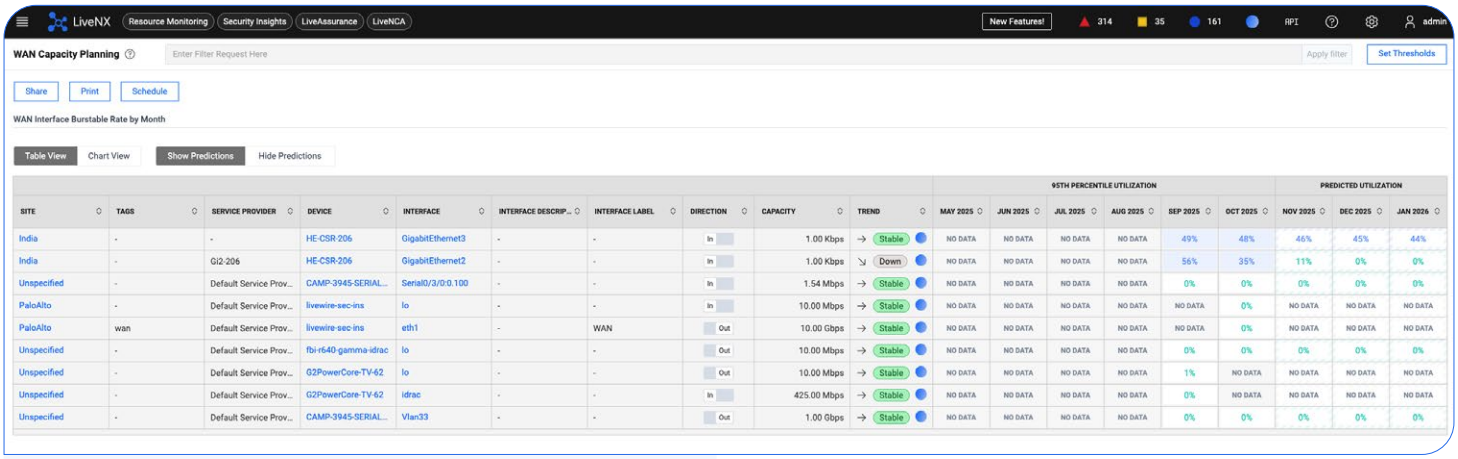

Figure 3: LiveAssist WAN capacity planning dashboard

Use case 3: Empowering front-line support engineers

Front-line support engineers and junior staff are often left to handle overwhelming volumes of alerts without the deep experience needed to troubleshoot effectively. LiveAssist changes this by enabling network engineers at all experience levels to query the system in natural language and receive guided root cause analysis with step-by-step remediation advice. Human feedback helps to continuously improve the system's accuracy.

Outcome: Network teams can democratize support operations, lower dependency on senior staff, and reduce alert fatigue.

Use case 4: Accelerated incident troubleshooting via root cause analysis

For organizations with complex, multi-vendor network infrastructure, identifying the root cause of performance issues can be slow and resource-intensive. Organizations experiencing intermittent application slowdowns can use LiveAssist to correlate telemetry across routers, firewalls, and cloud environments, pinpointing the problem in minutes rather than hours. By offering guided steps to resolution in plain language, LiveAssist empowers engineers of all skill levels.

Outcome: Troubleshooting with decreased mean time to resolution (MTTR), reduced revenue loss, and improved network team operational efficiency.

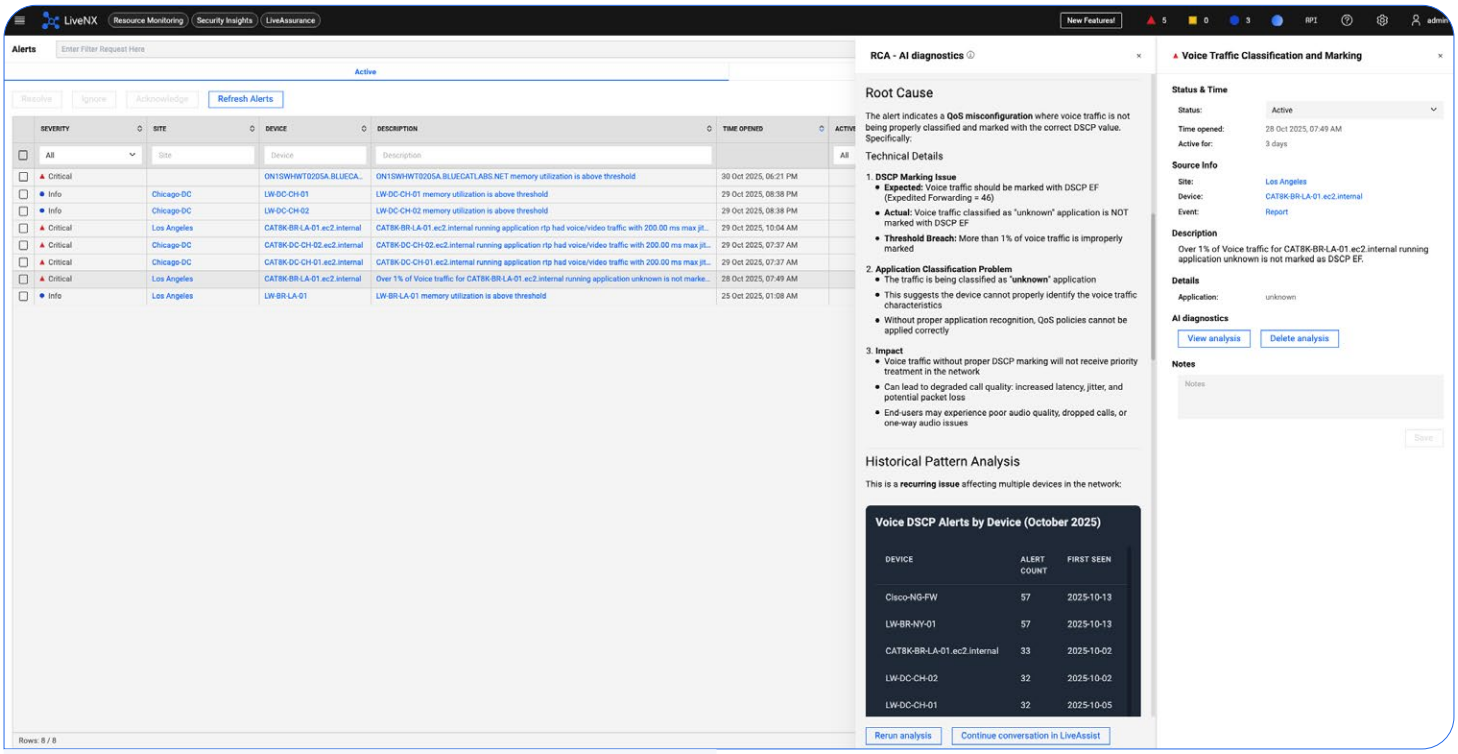

Figure 4: LiveAssist root cause analysis alerts dashboard

Use case 5: Security insights for NetOps and SecOps collaboration

Financial services firms and other security-sensitive organizations often face hidden anomalies in network traffic that evade traditional monitoring. LiveAssist surfaces these security insights directly from telemetry, highlighting unusual traffic patterns or potential data exfiltration. By presenting this information in the same LiveNX dashboard that your NetOps team already uses, LiveAssist fosters collaboration between NetOps and security operations (SecOps) teams.

Outcome: An enterprise network with a stronger security posture, more streamlined alignment with SecOps, and a reduced risk of breaches.

Key differentiators

LiveAssist isn't just another AI layer on top of a monitoring tool—it redefines how network observability is delivered. Combining deep network intelligence with agentic AI, LiveAssist empowers teams to go beyond reactive troubleshooting toward proactive, automated operations.

These three core differentiators set it apart from other network performance monitoring and observability solutions:

1. **Agentic AI—turning insight into action**
   LiveAssist doesn't just answer questions—it acts. Leveraging agentic AI, it proactively guides workflows, surfaces correlations, and recommends remediation based on real-time network context. Instead of just passively providing data, LiveAssist is an intelligent assistant that thinks and acts like an experienced network engineer. Other tools stop at alerting or summarizing data. LiveAssist understands intent and executes guided workflows—reducing MTTR, accelerating decision-making, and freeing NetOps teams from manual triage cycles.

2. **Correlation engine—from data overload to context-rich insights**
   The LiveAssist correlation engine tackles one of the hardest problems in network operations: connecting symptoms to root cause. It integrates data from diverse sources—flow records, telemetry, SNMP, and alerts—and automatically identifies patterns and relationships that humans might miss. Traditional monitoring tools flood engineers with disconnected alerts. LiveAssist's correlation engine synthesizes information into clear narratives that highlight what's related, what's noise, and where to act.

3. **Open, future-ready architecture—designed for flexibility and trust**
   LiveAssist's architecture separates the MCP layer from the LLM, giving customers unmatched flexibility and control over how AI is deployed. Most AI-driven observability tools are tied to a single vendor ecosystem. LiveAssist's open, modular approach future-proofs your investments, enabling organizations to evolve their AI strategy on their own terms.

Solution benefits

Network operations teams can take advantage of several LiveAssist benefits, including:

- **Accelerated troubleshooting**
  Reduce MTTR and mean time to identify with automated root cause analysis and guided remediation.
- **Proactive operations**
  Predict and prevent outages with AI-driven traffic forecasting and intelligent alerting.
- **Enhanced security posture**
  Surface security insights directly from telemetry data to strengthen NetOps and SecOps collaboration.
- **Democratized NetOps**
  Empower less-experienced engineers to act confidently with natural language insights.
- **Ease of use**
  Fast deployment with easy setup and intuitive onboarding.

BlueCat's Intelligent Network Operations (NetOps) solutions provide the analytics and intelligence needed to enable, optimize, and secure the network to achieve business goals. With an Intelligent NetOps suite, organizations can more easily change and modernize the network as business requirements demand.

Headquarters
4100 Yonge St. 3rd Floor, Toronto, ON, M2P 2B5
Phone: 1-416-646-8400 I 1-866-895-6931

bluecat.com

Next steps

Learn more about how you can get AI-powered real-time insight, intelligent alerts, and automated root cause analysis.

Contact us

SB-LiveAssist-12-15-2025