

Real-Time Process Monitoring with the VIA IoT Analytics Platform

CAPTURE THE OPPORTUNITIES

Time is money and real-time process monitoring is transforming business processes. Forward thinking companies are using real-time process monitoring with advanced analytics to drive down costs, improve process quality, and accelerate revenue. When combined with IoT data and social data, process monitoring can enable executives to optimize their businesses, improve their customer’s experiences, and accelerate their digital transformation.

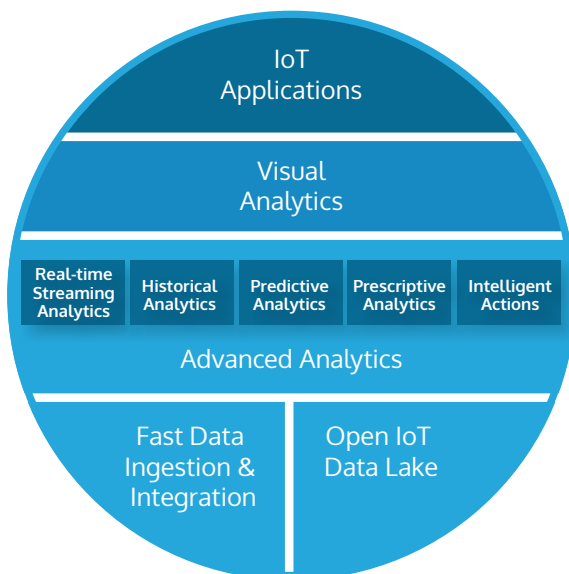
Real-time process monitoring with advanced analytics enables:

- Data-driven, situationally-aware processes that adapt with appropriate actions as they execute
- Optimization of process execution
- Improvements in customer interactions
- Visibility into IT systems affecting processes to improve service quality
- Detection of anomalies and management by exception
- Prediction of process problems, identification and mitigation of possible impacts

SOLUTION

Our VIA Analytics Platform empowers business to analyze faster, act smarter, and innovate rapidly to transform business processes, deliver competitive advantage, and improve operational performance. VIA is a comprehensive analytics platform that leverages fast data, an open data lake, the power of real-time, descriptive, predictive, and prescriptive analytics combined with powerful visualization to create value and take timely actions.

Key components of VIA, a comprehensive, unified IoT Analytics Platform



IoT Applications provide self-service tools, including: defining KPIs, analyzing patterns in event streams, tracking known and discovered processes, and detecting and predicting process anomalies.

Visual Analytics enables the exploration of analytical results, highlighting key relationships, spotting of anomalies, and diagnosing problems in process execution.

Advanced Analytics provides a unified set of analytics that can be executed across real-time or historical process data. Machine learning tools enable predictive models for processes and systems.

Fast Data Ingestion & Integration leverages IoT protocols and enterprise connectors to address high data volumes.

Open Data Lake – stores, secures, and curates all data, from raw data to time-series analytic data, and provides an Elastic Query Service.

The VIA IoT Analytics Platform enables your organization to:

- Gain the real-time process visibility into end-to-end performance of newly discovered and known business processes
- Obtain at-a-glance insight into key performance indicators (KPIs) and highlight process exceptions. Apply analytics to patterns of interest and drill down to the transaction level.
- Manage processes by exception in real time by correlating process data that resides in underlying applications, databases, and log files.
- Take automated or semi-automated actions based on process analytics, including predicted process paths.
- Implement solutions rapidly with VIA's model-driven Visual Development Environment that is easy for IT professionals, systems integrators, business analysts, and end-users to use.

REAL-TIME PROCESS MONITORING USE CASES

VIA supports multiple use cases across industries and business processes.

Supply Chain Management: Gain visibility into multi-party supply chain processes to predict – and prevent – delivery and schedule problems that impact customer satisfaction and costs

Customer Support: Manage customer satisfaction levels and proactively address issues before they escalate

Asset Lifecycle Management: Analyze asset and product usage data to identify and

improve processes that extend asset life and increase operational efficiency

Cold Chain Management: Reduce operational cost, enhance safety and reduce risks by maintaining the proper temperature at every step of the distribution process

Customer Engagement & Experience Processes: Capture more opportunities for customer engagement upselling and cross-selling to drive revenue growth

REALIZE THE BENEFITS

- Transform business processes by leveraging new data sources
- Optimize process execution to reduce costs and increase revenue
- Manage business operations by exception and in real-time
- Improve service quality and customer experience with real time process visualization and intelligence

About Vitria Technology

Vitria is a leading player in the rapidly growing IoT analytics market. Customers include Fortune 500 companies and enterprises across a wide range of industries, including finance, manufacturing, telecommunications, utilities, retail and more. For more information visit www.vitria.com and download the VIA IoT Analytics Platform brochure.