

ENSURE THAT CHANGE IS FOR THE BETTER

WITH DIGITAL TRANSFORMATION, AGILITY MUST THRIVE, AND CHANGE HAS BECOME THE NEW CONSTANT

Challenge

Organizations lack resources to evaluate their digital transformation investments. New agile operational methods also increase the need to closely monitor change activities to avoid disruption.

Solution

VIA Dynamic Populations is a change management solution that enable customer organizations to be constantly aware of operational changes and assess their performance.

Benefits

- Detect changes as they happen and automatically correlate operational anomalies with change and maintenance activities
- Evaluate digital transformation opportunities and make more informed decisions
- Avoid heavy costs linked to underperforming investment/changes.

Organizations worldwide have entered a quest for digital transformation either to re-invent themselves, find new differentiators or to reach parity with their peers. As these organizations embrace new digital technologies and redefine their operations, changes are happening now and at scale, through massive capital investments or by simpler experimentations. From service providers to manufacturers, enterprises have expectations to achieve better customer experience, obtain leaner processes and better reliability through digitization. How do we ensure that all these changes are for the better and do not affect service delivery or production?

The Challenge

While many organizations are proceeding with digitization, most are in the dark when evaluating its outcomes. Most lack the ability to rapidly evaluate the Impact of new digital technology on business performance. In addition, digital transformation does not only mean a change in infrastructure, but also the creation of workplaces where operational agility can thrive – leading to increased efficiency and a faster response to market demand. Roles such as DevOps are on the rise, even manufacturing line operators are now directly involved in maintenances to support this new agility paradigm. The amount of changes introduced by operational teams using various methods on a daily basis is impressive and will grow overtime, but it can also be an important service or production disruptor. As traditional IT can be a good proxy, Gartner reports that 85% of incidents can be traced back to some sort of internal change activity¹. As digitization drives complexity in terms of systems and process interconnections, a change on one element can have a positive effect on performance of a process, but at the same time negatively impact other operational elements. This complexity and the increase in changes will require an important review of how operational teams monitor their activities for a better alignment between agility and reliability.

VIA Dynamic Populations Solution for Change Management

VIA's Dynamic Populations for change management solution enables operations teams to evaluate in real-time the performance of planned and unplanned change activities by correlating change events (e.g. new firmware deployment, new equipment, etc.) with detected operational anomalies (e.g. drop calls, defects, etc.). This lowers the overall time to resolve incidents and

¹ Causal Analysis Makes Availability and Performance Data Actionable (ITOA), 2015, Gartner, Will Cappelli

mitigates the associated costs. In addition, it allows organizations to evaluate change events that belong to a common initiative and assess overall performance (e.g. rollout of new equipment models). In a nutshell, VIA detects dynamic changes, evaluates their performance and facilitates the resolution of any related incidents.



Fig.1: Dynamic Populations Template

Dynamic Populations Explained

The solution collects and contextualizes time-series data in real-time to create groupings (i.e. a population) of entities (e.g. an equipment) sharing similar characteristics (e.g. firmware version) and behaviours (e.g. throughput). Once the solution detects a change in characteristics (e.g. change for firmware version) for an entity it will re-classify that entity into another or a new population and track the before & after impact of that change on its behavior (e.g. improved/lowered throughput).

Why Dynamic Populations?

The ability to understand the impact of changes is key to measure their success, mitigate negative impacts and better assess the case for changes. This translates into improved capital allocation, reliability and efficiency and leads to:

- Greater speed to detect changes as they happen.

- Improved effectiveness to automatically correlate operational anomalies with change and maintenance activities. Enhanced agility to evaluate digital transformation opportunities and make more informed decisions (operational a/b testing).
- Better cost control to avoid heavy costs linked to underperforming changes.

Digital Operations, Simpler & Faster with VIA

Dynamic Populations is one of VIA solution templates for Digital Operations excellence. The templates are configurable solutions available on VIA low-code analytics platform which allows complex analytics-driven solutions to be released in days rather than months.

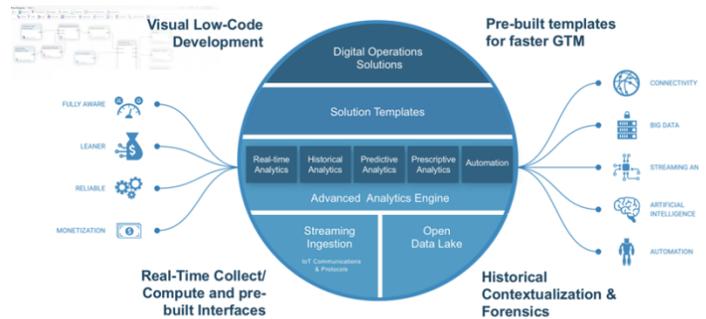


Fig.2: VIA Analytics Platform

The templates include collection interfaces, pre-built data curation and schema, applied Artificial Intelligence, Graphical User Interface components and workflow automation functions. The templates can be easily configured or extended by customer developers, system integrators or a Vitria field team.

Let's get started! digitalops@vitria.com

About Vitria Technology

Vitria VIA Analytics Platform empowers enterprise and industrial customers to analyze faster, act smarter, and achieve better outcomes in their business operations. The company has a history of success in streaming analytics, business process management, enterprise application integration, and operational intelligence.

Vitria is now a leading player in the rapidly growing IoT (Internet of Things) 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.