Event and Process Monitoring with VIA's Real-Time Operational Visibility Solution

CAPTURE THE OPPORTUNITIES

Time is money and real-time monitoring is the foundation for transforming and improving business processes. Providing a service that is dependent on silos of disconnected data across software, hardware and network is no longer a viable option.

Winning companies are measuring service operations and other complex processes holistically. These forward-thinking companies are leveraging AI, IoT, machine learning and advanced analytics to improve processes, drive down costs and deliver better business outcomes. When streaming data from IoT and edge devices is combined and analyzed in real time with historical data from multiple source files, the insight delivered enables executives to optimize key business processes, improve their customer's experiences, and accelerate digital transformation.

VIA'S REAL-TIME MONITORING SOLUTION

VIA's Digital Operations Solution for Real-Time Operational Visibility offers an agile approach with rapid implementation. Built on the VIA low-code analytic application development platform, VIA Solutions are pre-assembled artifacts allowing complex analytics-driven solutions to be released in days rather than months. With extensive connectivity options, such as, streaming or batch, Kafka or a CSV, VIA has ADF building blocks to automate onboarding new data sets. Solution templates include agonistic collection interfaces, pre-built data curation and schema, applied AI, intuitive GUI components and workflow automation functions.

Challenge

You can't manage what you can't measure. Transformational process change requires visibility into complex processes and breaking down data silos to find and capture opportunities to improve customer satisfaction, reduce cost, and deliver better business outcomes.

Solution

Implement real-time operational visibility with advanced analytics to gain insight into complex processes to take proactive action and improve process efficiency.

Benefits

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, identification, and proactive action to mitigate impacts and improve service quality.

- Detection of anomalies and management by exception.

VIA Digital Operations templates have out-of-the-box live dashboards and reporting interfaces, and custom UIs can be created using VIA authoring tools. The solution template can easily be configured or extended by customer developers, system integrators or the Vitria field team.

Agile operations require immediate access to correlated data. With VIA's Real-Time Operational Visibility Solution:

- Individual metrics are enriched with context in real time to provide live ad hoc trend analysis;

- Baselines are generated on-demand for immediate visual representation of anomalies; and,

- Shared characteristics of any group of events can be analyzed to determine what the events have in common.

FIG.1: VIA ANALYTICS PLATFORM

CUSTOMER SUCCESS STORY

A communication service provider was experiencing service quality issues. Multiple call centers and touch points were used to diagnose and triage problems. Often this resulted in longer resolution times as the root cause was difficult to detect because a holistic approach to service quality was not in place.

Real‚time operational visibility was implemented on customer inbound calls and contextualized with additional device and network information. Implementation resulted in reduced Mean Time to Repair and improved customers satisfaction.

REALIZE THE BENEFITS

The VIA Digital Operations 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.

- 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.
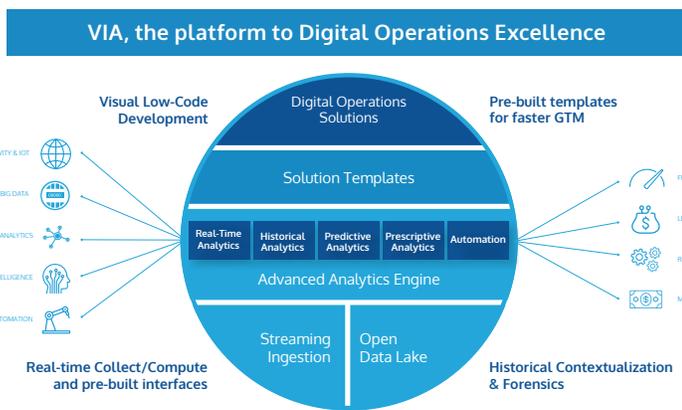
Let's get started!
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