

Transform Incident Response Lifecycle Management with VIA's Digital Operations Solutions



SERVICE PERFORMANCE IS THE FULCRUM FOR COMPETITIVE ADVANTAGE AND DIFFENTIATION.

Service performance is the key competitive differentiator in attracting new customers and reducing churn. For most Telcos and any company dependent on internet interaction, service performance is the most important criteria for delivering on business objectives and improving the customer experience.

Providing a service while remaining dependent on silos of disconnected data across software, hardware and network is no longer an option. Winning companies are measuring service operations holistically and making use of multiple modes of technology and data to drive better experiences and outcomes.

Real-time analytics, AI, machine learning, and IoT are transforming Incident Response Lifecycle Management and providing enormous operational improvement in service performance. To gain a competitive advantage, service providers are transforming their Incident Response Lifecycle Management processes in order to:

- Prevent problems before they are visible to customers and
- Accelerate time to issue resolution when service incidents occur

Achieving operational visibility of the customer experience and accelerating response to any events degrading or disrupting service performance requires significant process change.



Challenge

Quality of Service performance is now the key driver to grow revenue, retain customers, and improve net promoter scores. But managing service performance with ongoing operating cost constraints is a challenge.



Solution

New Technical Incident Response Management strategies are required to improve service performance while maintaining or reducing cost and improving operational efficiency. Vitria's Digital Operations Solutions and the VIA advanced analytic platform provide the framework, capabilities, and extensibility to accelerate incident response and resolution and enable proactive response to act on service anomalies before impacting service performance.



Benefits

- Faster identification of root cause.
- Shorter resolution times.
- Improved staff productivity.
- New insights that can improve overall service delivery and customer experience
- Automate implementation of workarounds and repairs

MOVING FROM

TRANSFORMING TO

Reactive response	Proactive action
Monitoring for service disruption	Monitoring to improve the customer experience
Post event processing	Real time processing
Scheduled maintenance	Predictive maintenance
Manual processes	Automated processes
Stove pipe incident response	Holistic incident response management across the network, application, and infrastructure.

VIA and Digital Operations Solutions

VIA and Digital Operations Solutions Solution support acceleration of each phase of the Incident Response Lifecycle process, provide for the real-time operational process monitoring, deliver the predictive analytics needed to deflect service incidents, and enable continuous operational improvements.

Phases of the Incident Lifecycle Phases

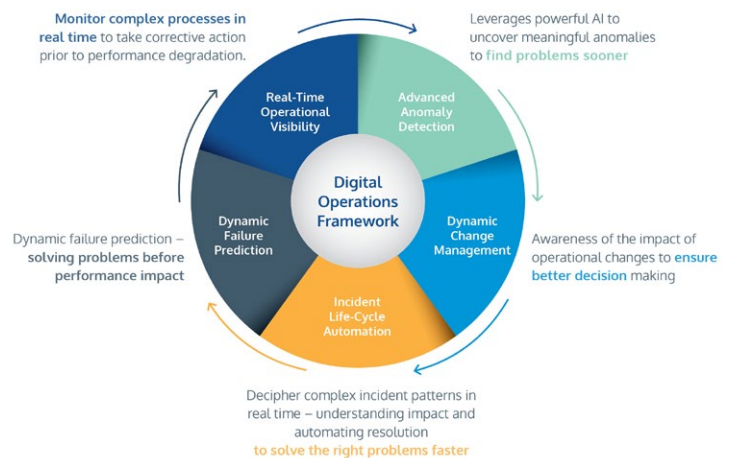


INCIDENT LIFECYCLE PHASE	COMMON CHALLENGES	BENEFITS OF VITRIA'S DIGITAL OPERATIONS SOLUTIONS
Occurrence to Detection	Undetected occurrences due to nuanced issues are harder to detect and extend the time to recovery.	Detect anomalous behavior within a complex set of assets across a network, production line or process flow, with both speed and agility.
Detection to Reaction	False positives overwhelm operations draining their productivity and delaying reaction time to real issues. Lack of integration across systems introduces redundancy with multiple efforts underway to tackle the same or related issues across the same population base.	Reduce false positives and fine tune the alerting process to improve efficiency. Enable integration across systems and stove pipes eliminating redundant efforts and waste.
Diagnosis	Diagnosis involving complex human analysis often across multiple data sets and disciplines to determine root cause extends cycle time. Visualization tools, machine learning algorithms, and predictive analytics is often lacking or not well integrated.	Enable operations teams to triage network, system and machine anomalies more efficiently by applying event-to-event correlations and machine learning techniques. Integrate visualization tools and predictive analytics into the diagnostic process.
Repair	Workarounds and manual repairs to resolve the issue takes time.	Leverage AI and machine learning from previous events to suggest workarounds and repairs and automate implementation where feasible.
Recovery	Incident impact may be felt during recovery requiring monitoring through full restoration to provide recovery assurance.	Monitors incident impact in real time to assure incident restoration.

Incident Deflection with Predictive Analytics

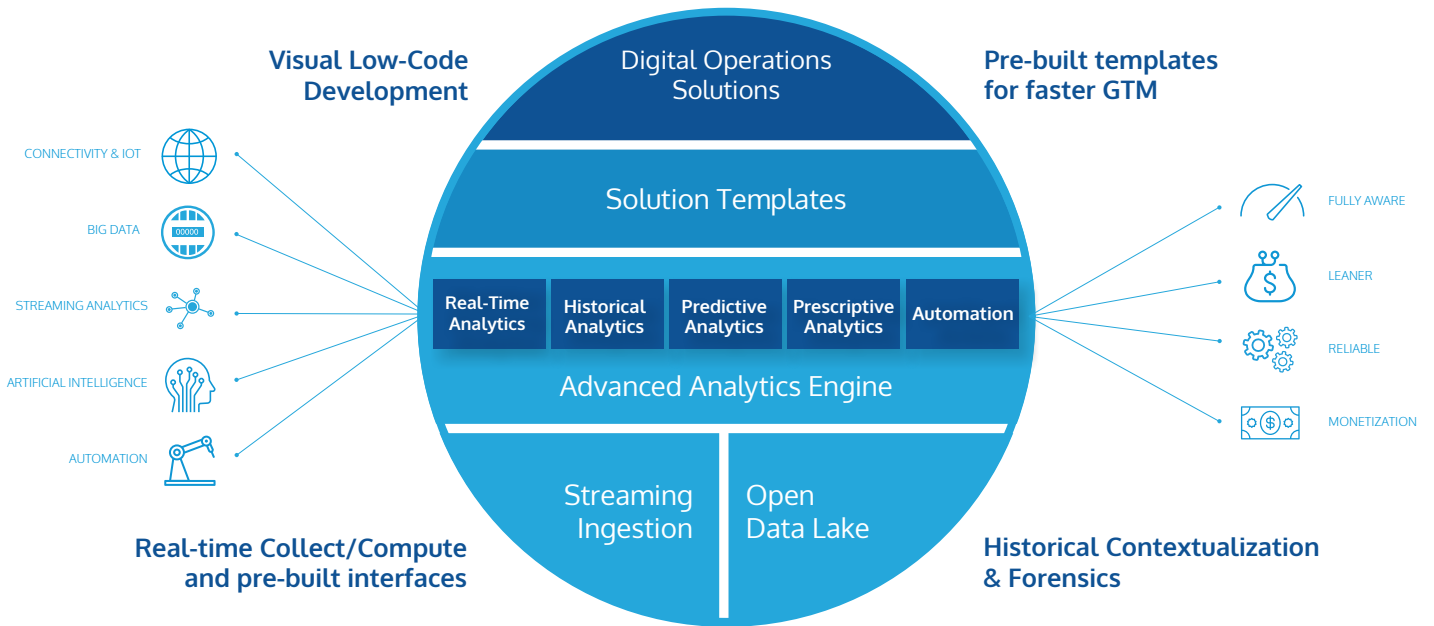
VIA's Dynamic Failure Prediction solution notifies operations teams of potential future incidents, including the probability that they will occur and their potential impacts. The solution continuously analyses event anomalies and matches them with patterns of historical incidents. Once a high probability incident is discovered, the solution can trigger an automated resolution process, schedule a maintenance activity, or simply notify the operations team. Applying proactive operations techniques prevent potential collateral damage such as defects, support inquiries or outages. In addition, the ability to schedule maintenance accurately based on potential failures improves reliability and reduces operational costs.

Digital Operations Solution Framework



VIA's configurable Digital Operations Solutions that are available on the VIA low-code digital operations platform allows complex analytics-driven solutions to be released in days rather than months.

VIA, the platform to Digital Operations Excellence



The Solution 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.

VIA's Digital Operations Solutions offer an agile, fast and simplified approach to digital transformation and the implementation of new strategies to transform the Incident Response Lifecycle process. From first breaking down data and organizational silos for real-time operational visibility, through the detection of nuanced incidents within a sea of anomalies and alerts, to dynamically predicting potential failures, VIA's Digital Operations Solution and low-code platform delivers business value 10x faster than alternatives.



Let's get started!
digitalops@vitria.com



About Vitria Technology

Vitria VIA Digital Operations Platform empowers enterprise and industrial customers to analyze faster, act smarter, and achieve better outcomes in their IoT and 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.