

Telecommunication Service Provider Accelerates Time to Revenue with VIA



The Challenges

One of this telecommunication business objectives is to reduce time to revenue by accelerating and optimizing the customer onboarding process and the quote-to-bill process for both end-user clients, as well as wholesalers. They needed an analytics solution that was capable of:



VISIBILITY

Gaining real-time visibility into their internal processes



INTEGRATION

Integrating workflows across multiple acquired providers



DISCOVERY

Finding systemic and nuanced issues within their process



AUTOMATION

Reducing manual processes through automation

Vitria Delivers the Solution

Vitria delivered a solution that can meet their business objectives of optimizing their quoting, billing, and onboarding processes to speed time to revenue. The solution consists of the VIA platform and Digital Operations Solutions templates (Real-time Operational Visibility & Advanced Anomaly Detection) delivered on a subscription basis.

The VIA Digital Operations Solutions templates and the VIA platform enables:

- Ingestion and synthesis of data across multiple sources in real time
- On-demand baselines of various metrics
- Association of metrics to service health and service-delivery layers
- Autonomous anomaly detection and Incident creation
- Visibility of key metrics through live dashboards
- Finding nuanced problems and contextualizing insights to continuously improve operational processes
- Automation of processes

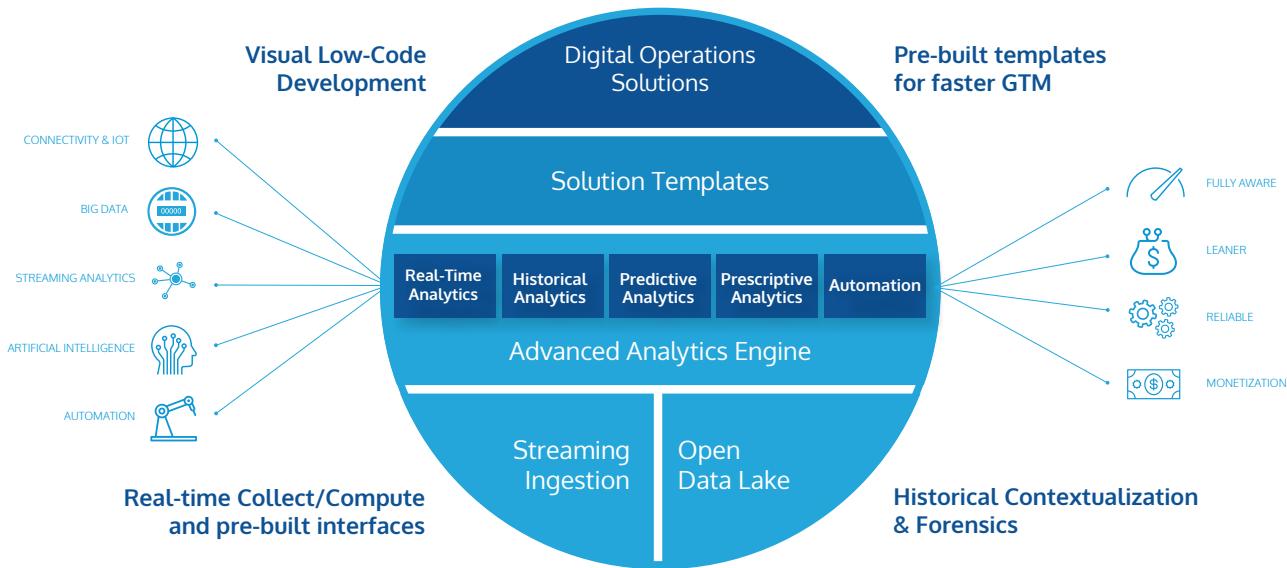
The solution templates and VIA's low code environment accelerates time to value and provides extensibility of the solution across multiple use cases.

Outcomes Achieved

With the implementation of the Vitria solution with VIA and the Digital Operations Solution templates, this Telecommunication company can now:

- Optimize three mission critical internal systems for provisioning, quoting, and billing to accelerate time to value and improve their customers' experience
- Monitor these internal processes in real time and take proactive action when anomalies are detected
- Synthesize and automate manual workflows and processes reducing operational costs
- Resulting in a reduction of missed orders by 12% and shortening the quote-to-bill cycle by an average of 3 days

VIA, the platform to Digital Operations Excellence



Contact us today for a demonstration.

About Vitria Technology

Vitria VIA Digital Operations 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.