

Awareness of Customer Impacts from Network Changes Transforms CSP Operations

# Digital Operations by Vitria

The framework for better service, happier customers, and lower costs through real-time operational awareness, AI/ML based advanced analytics, and closed-loop incident life-cycle automation.

## SITUATION

Earlier this month, a network change in a large eastern metropolitan area caused connectivity issues for all streaming IP video services resulting in 4,000 agent handled calls and 2,500 subscriber disconnecting their calls during the 4.5 hour service outage. This situation increased OPEX cost and decreased subscriber satisfaction with the IP video service.

## SOLUTION

If Vitria Digital Operations had been fully integrated with the service provider's NOC and call deflection triggered, only 40 calls above normal would have been handled by an agent. Vitria Digital Operations links anomalous KPIs to network changes – allowing the cause of customer-impacting issues to be pinpointed with lightning speed. With quick identification of the cause, the duration of the outage could have been reduced by over 93% or 4 hours. Digital Operations provides visibility into the customer impact of changes made to the network.



## OUTCOMES

- 93% reduction in outage duration due to quick rollback of problematic network changes
- Transformational, customer-aware approach to network changes
- 6.5K fewer disappointed customers and 4K fewer agent handled calls

## VITRIA DIGITAL OPERATIONS

Rapid identification of issues and their root cause combined with the ability to automate response lowers operating cost, improves availability, and sustains a better subscriber experience.