

Awareness of Customer Impacts Reduces Risk and Accelerates Firmware Rollout

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

Last week, a large CSP began a firmware upgrade program to nearly 1M devices. It had been thoroughly lab tested and was ready for a limited roll-out. In order to test in a variety of environments, 10,000 devices were chosen at random to be upgraded. The operator then tracked KPIs in real-time to ensure it positively impacted customer experience prior to rolling out to more devices.

SOLUTION

Vitria's Digital Operations framework was used to support this change management use case. The population of upgraded devices was dynamically created through analysis of log data. Real-time KPIs were then associated to that population of devices so that any customer experience issues would immediately be identified. A nuanced incompatibility issue was discovered between the firmware and the 5 Ghz WiFi band and fixed prior to completing the rollout rollout — eliminating the potential negative CX impact.



OUTCOMES

- Roll-out time of impactful firmware change was reduced by weeks.
- Effort needed to monitor this change management event was reduced to zero.
- Potentially thousands fewer disappointed customers

VITRIA DIGITAL OPERATIONS

The ability to automate change management and rapidly identify issues and their root cause lowers operating cost, reduces risk, and sustains a better customer experience.