



MAKE YOUR *SINGLE*
PANE OF GLASS
ACTIONABLE

2020 SIGNALS A NEW DECADE AND PROMISES TO BE A YEAR OF PERFECT VISION

With 20/20 vision we see clearly near and far away. **As businesses evolve to digital organizations, in order to grow and survive**, IT operations will be asked to manage game changing technologies like internet of things, mobile, cloud, analytics, cognitive computing and biometrics.

These technologies are at once transformative and perplexing. **The introduction of and expanded use of digital technologies multiply the complexity and volume of work handled by IT operations.**

A new breed of IT Ops platforms are emerging powered by AI and machine learning – open a new door for AIOps. IT Operations has many dimensions and there are AIOps tools for incident and problem management, IT operations analytics, infrastructure management, capacity management and the list goes on.

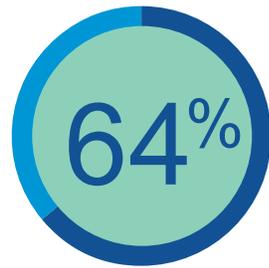
AIOps platforms combine big data and machine learning functionality to support all primary IT operations functions through the scalable ingestion and analysis of the ever-increasing **volume, variety and velocity of data generated by IT.**

- Gartner Research

Tools with integrated analytics offer IT Ops, currently under siege, a way to automate tasks, freeing up time to manage innovation occurring at warp speed. AIOps with VIA by Vitria is vision correction – a wide scope AIOps platform offering closed loop automation.

AIOPS IMPROVES IT OPS VISION – CORRELATING WHAT HAS HAPPENED, WHAT IS HAPPENING NOW AND GIVING IT OPS INSIGHTS INTO THE FUTURE.

'Doing more with less' has never been **more true**.



Some analysts suggest that infrastructure teams are seeing on average a 64% increase in workloads.

Given the talent shortage in IT and belt tightening budgets, increase in workloads is not equal to increase in staff. AI and machine learning provide a game changing alternative.

Endless alert storms limit the impact of the best operations team. VIA, an AIOps platform, pinpoints related issues and helps to identify root cause issues that threaten availability and performance. AI technologies and machine learning are ideally suited for tackling these issues.

Environments are getting more complex and dynamic. Several recent studies suggest that 7 out of 10 organizations support hybrid environments: integrated on-premises and off-premises as well as workloads running in both environments without integration.

A significant advantage of VIA as an AIOps platform is the ability to ingest event data from multiple sources, from multiple vendors across the enterprise. Organizational silos, endangering optimal performance are eliminated by cross pollinating, correlating data. VIA's data agnostic approach gives IT Ops the ability to see multiple signals indicating a single problem with greater speed and accuracy than the most experienced operator.

VIA's Data Analytics Pipeline enables closed loop automation at scale.



DATA AGGREGATION

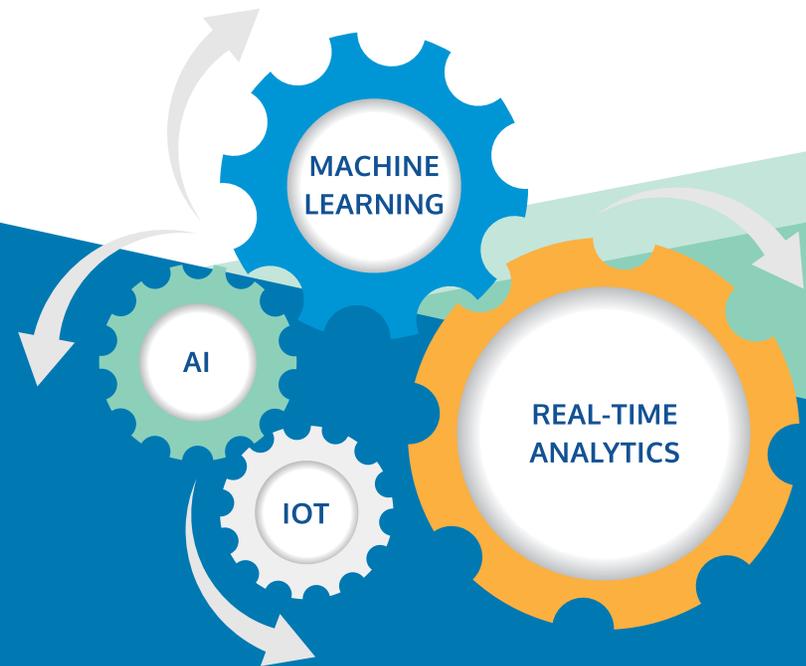
The VIA AIOps Platform ingests vendor-agnostic real-time streaming data at scale. Streaming data can be aggregated with historical structured and unstructured data. The AIOps platform prepares and normalizes the data as needed through filtering, parsing, transformation, and enrichment.

Data sources can include raw logs, time-series metrics, and asynchronous events as well as the applications. Processed data from already-deployed APM, ITOM, ITSM and EMS/NMS solutions can also be incorporated.

VIA AIOps PLATFORM ADVANTAGE

The flexibility to ingest multiple types of data sources and process this data at scale in real time enables operations to leverage exploding volumes of disparate data and enable effective automation.

Companies who understand how to harness the power of these technologies are enabling operational process shifts that significantly improve customer experience.



ADVANCED ANALYTICS

Supporting historical, predictive and prescriptive analytics and analyzing real-time streaming data in real time, the platform correlates signals into meaningful incidents or events that provide contextual awareness and situational intelligence.

The VIA AIOps Platform delivers the analytic capabilities needed to support multi-layer correlation and resolution from the infrastructure to the application and service layer. These analytic capabilities enable IT Operations to benefit from real-time visibility across data silos and the agile delivery of advanced anomaly detection.

VIA AIOps PLATFORM ADVANTAGE

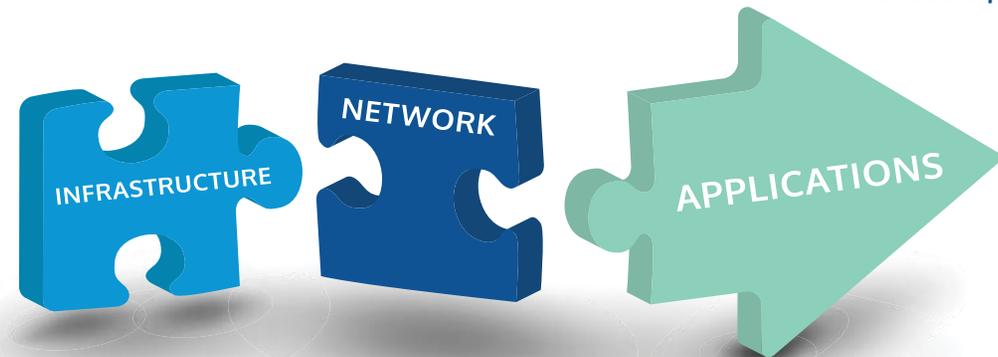
Real-time operational visibility of end-to-end processes reveals what to do to isolate problems faster and prevent the problems most likely to impact service and the customers' experience.

 Faster identification of root cause.

 Shorter resolution times.

 Improved staff productivity.

 New insights that can improve overall service delivery and customer experience.



CLOSED LOOP AUTOMATION

Automated processes enabled by a library of machine-learning algorithms and rules processing reduce the need for human intervention. The VIA platform notifies the proper fix agents of an incident, supports automation of remediation, and orchestrates corrective closed-loop actions.

Closed loop automation combined with advanced analytics delivers more effective predictive maintenance and asset life extension and accelerates response and resolution to improve service availability.

VIA AIOps PLATFORM ADVANTAGE

Quantifiable results in operation efficiency and effectiveness improvements result in lower operational cost.

LOW CODE ENVIRONMENT AND FLEXIBLE DEPLOYMENT

VIA's self-service development environment enables the rapid creation of highly effective analytic applications. VIA provides a visual modeling environment that requires minimal coding. Citizen data scientists can rapidly lay out analytic value chains consisting of multiple data and analytic processing steps with a library of reusable "drag and drop" building blocks. Libraries of analytic algorithms can be composed into new use cases that continue to support evolving business needs and requirements.

The VIA AIOps platform can be deployed from the cloud, on premise or in a hybrid operating environment. Built on an open framework, the platform is easily interoperable with other existing systems.

VIA AIOPS PLATFORM ADVANTAGE

The VIA low code development environment accelerates the implementation of process change and enables citizen developers to use their business knowledge and expertise to effect operational change. An easy to use development environment addresses the challenge of the shortage of data scientists.



That is why it is so important to have low-code solutions that do not require a lot of programming expertise. If we are going to get sales, manufacturing, marketing and IT teams to coordinate, they need access to tools and managed services that can be easily used and shared on a daily basis.

Chris Menier, General Manager - Digital Transformation, Vitria



AI IS A BREAKTHROUGH TECHNOLOGY THAT GETS BETTER OVER TIME AS IT "LEARNS". THESE ARE THREE WAYS THAT AUGMENTED INTELLIGENCE AND MACHINE LEARNING CAN IMPACT IT OPS:

**NOISE
REDUCTION**

VIA quickly and automatically correlates related signals into fewer alerts and incidents, reducing alert noise

**PREDICTING
OUTAGES,
DISRUPTIONS
AND PROBLEMS**

VIA is able to predict conditions that will impact the customer experience. VIA eliminates problems encountered during onboarding, bringing new services online or isolating problems that occur during normal maintenance or change.

**IMPROVE
PRESCRIPTION**

Machine learning accumulates "knowledge" of what works and what doesn't at speeds and memory greater than humans.

ML HELPS HUMANS DETECT PROBLEMS AS THEY START TO DEVELOP, BEFORE THEY SNOWBALL INTO CRIPPLING OUTAGES AND DISRUPTIONS.

ACHIEVE SINGLE VIEW OF THE CUSTOMER ACROSS ALL SYSTEMS/ INTERDOMAIN

BRING AIOps INTO YOUR ORGANIZATION WITH VIA BY VITRIA!

With VIA, IT Operations benefits from real time visibility across data silos.

VIA enables advanced anomaly detection, incident lifecycle automation, change management and dynamic failure prediction.

VIA's **fast start templates** include core analytic application functions: parsers, schemas, algorithms, dashboards and automation triggers. To be effective, your AIOps platform should be configured and extended by your team with Vitria's field team offering a quick assist.

We bring the POWER OF AI AND ML to IT Operations giving you the knowledge you need for agile response to the exploding volume of disparate data. Analytics enables automation – the key to productivity and effective IT Operations.



ABOUT VITRIA

Move from Data To Actions. Learn how VIA, Vitria's wide-scope AIOps platform, enables closed-loop automation across all layers of service delivery to improve customer experience and optimize operations. Ingest, analyze and act on realtime data and gather and correlate new sources with VIA's low-code toolkit and pluggable analytics framework. Arrive safely at your destination with VIA navigating the way.