VIA
AIOps

CUSTOMERS WIN!
GIVE THE GIFT OF EXPERIENCE ASSURANCE

EXPERIENCE ASSURANCE

In this rapidly evolving world of health and economic conditions, businesses are digitizing services to retain customers and acquire new ones. Digitized services are increasing pressure on service operations and the ultimate measure of success rests with customers. Key performance metrics reflect their expectations and what customers want most is assurance that service will be consistently good – something they can count on every hour of every day. Every organization is hyper-aware of how a bad service experience can push a happy, loyal customer to a competitor.

New infrastructure to enable remote workers and schoolers, the rapid adoption of telehealth and telemedicine and contactless retail are stressing the best operations teams. For telcos and cable operators especially, demand for streaming content and the increased reliance on internet and cellular bandwidth is driving the industry to a new normal.

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Traditional AIOps applications were anchored in functional silos and provided an abundance of monitoring creating a lot of "noise". To get beyond noisy events and alarms, the next generation of AIOps added correlation within in the silos but services cross boundaries and require a more inclusive and holistic approach. VIA AIOps represent NEXT GENERATION technology.

> 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

VIA AIOps is designed to improve the customer's service experience. VIA AIOps relies on its analytics as a service architecture to correlate across silos, giving operations the confidence they need to automate remediation and prevent issues from recurring in the future.

EFFECTIVE AIOPS MUST IMPROVE ECOSYSTEM OBSERVABILITY AND ENABLE CORRELATION ACROSS THE SERVICE DELIVERY HIERARCHY.
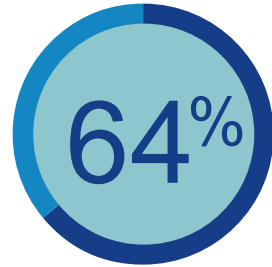
64% Some analysts suggest that infrastructure teams are seeing on average a **64%** increase in workloads.

Increasing workloads shouldn't trigger an increase in staffing. AI and machine learning provide a game changing alternative costly staffing. VIA AIOps provides a second layer of analysis– **VIA BEACONS** – to illuminate root cause and light up impact zones. VIA Beacons provide granular analysis and results required for effective collaboration across silos resulting in expedient remediation. All parties SEE what is relevant to coordinate remediation – even preventing problems from recurring in the future.

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 is the ability to ingest streaming data from multiple sources, from multiple vendor applications across the enterprise. Organizational silos, endangering optimal performance, are eliminated by cross pollinating, correlating data. VIA's data agnostic approach gives service operations 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.**
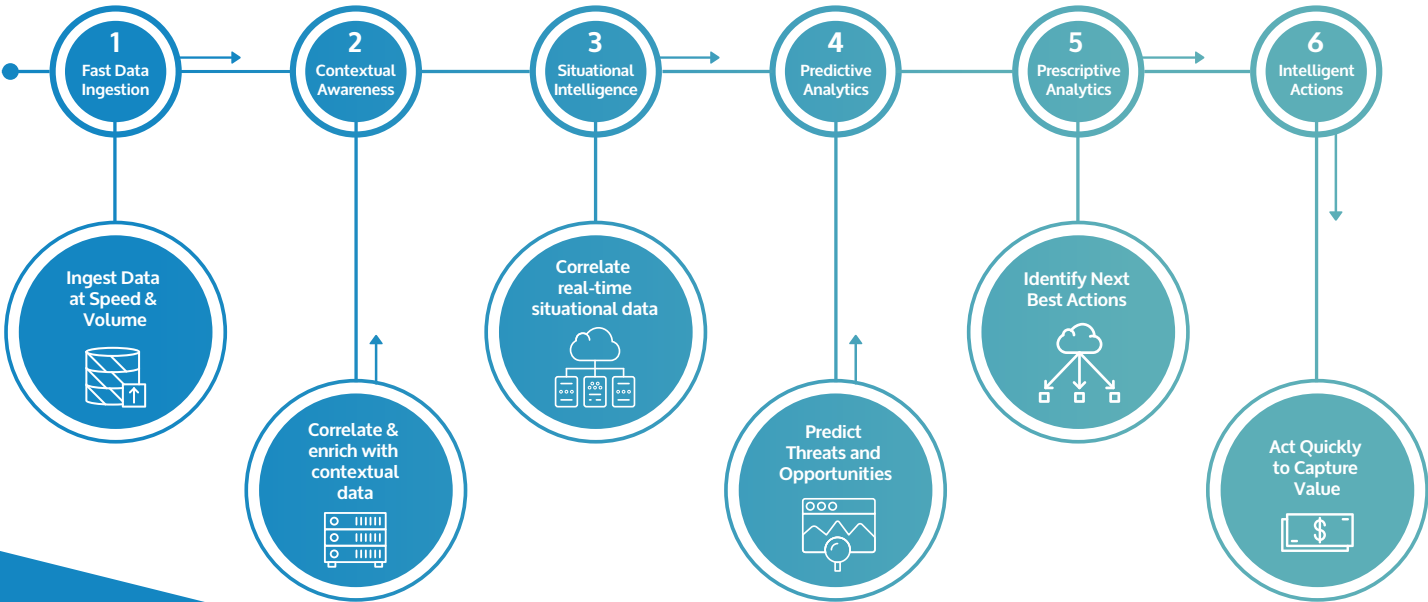
EXPLAINABLE AI

VIA AIOps ingests vendor-agnostic real-time streaming data at scale. Streaming data can be aggregated with historical structured and unstructured data. VIA 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.

THE VIA AIOps ADVANTAGE

VIA sees more with complete ecosystem observability and relies on its analytics as a service architecture to provide explainable AI. By correlating change management events with digital experience indicators, as an example, VIA identifies the root cause of service impact.

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

MACHINE LEARNING

AI

REAL-TIME ANALYTICS

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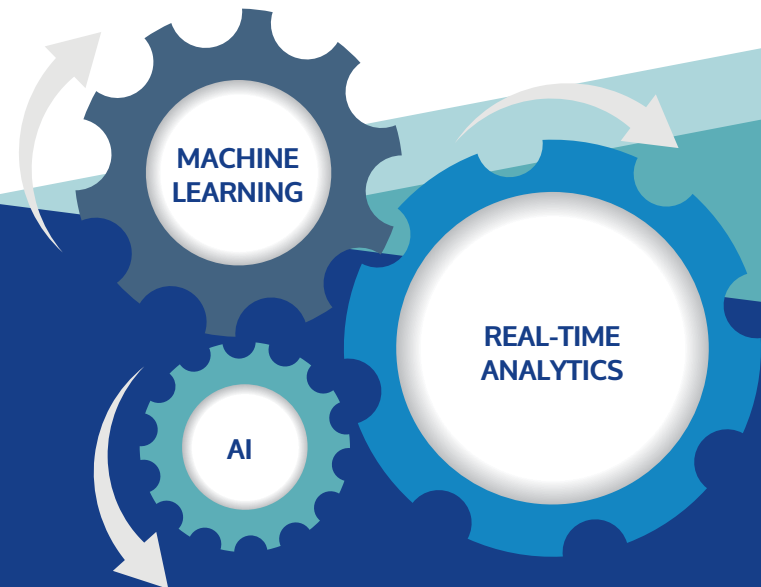
EXPERIENCE ASSURANCE

Supporting historic, predictive and prescriptive analytics and analyzing streaming data in real time, VIA AIOps correlates signals into meaningful incidents impacting the service experience.

VIA AIOps provides total ecosystem observability – generating an ontology across all layers of the service delivery infrastructure and using machine learning to discover dependencies providing customer impact analysis. VIA AIOps relies on explainable AI to accurately detect anomalies and determine which are causal or symptomatic and which customer populations are impacted.

THE VIA AIOPS ADVANTAGE

With VIA AIOps the service operations team is assured of knowing about service impacting issues **BEFORE** the customers report a problem.

Faster identification of root cause.

**Shorter resolution times.**

Improved staff productivity.

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

INFRASTRUCTURE

NETWORK

APPLICATIONS

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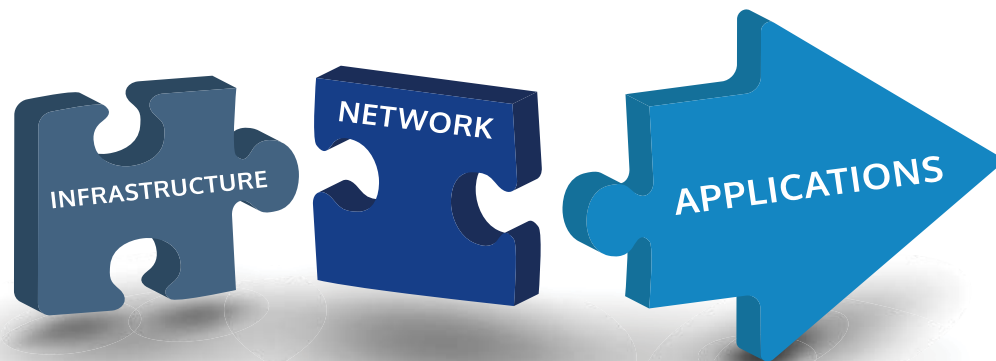
CLOSED LOOP AUTOMATION

Automated processes enabled by a library of machine-learning algorithms and rules processing reduce the need for human intervention. The VIA AIOps application notifies the system of action that an incident has occurred and supports automation of remediation and orchestrates corrective closed loop actions.

Closed loop automation leverages advanced analytics to suggest predictive maintenance and asset life extension. Trusted automation accelerates response and resolution to improve service availability.
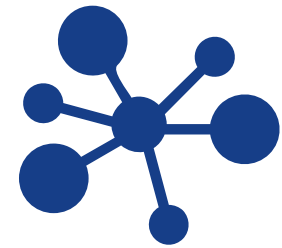
THE VIA AIOPS ADVANTAGE

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

TRUST ENABLES AUTOMATION

VIA's explainable AI solves the "algorithm dilemma" by providing a visual way for operations to see and understand the results of analytics – in real time, run time.

With VIA you see the results of analytics in plain language – detail on root cause, identification of the impact zone or which customers are impacted by an anomaly. Actions prescribed for remediation are trusted when operations can see the detail of the analysis.

VIA AIOps can be deployed from the cloud, on premise or in a hybrid operating environment. VIA provides total ecosystem observability – integrating with monitoring systems in functional silos across your environment and with designated systems of action to accelerate remediation.

CUSTOMERS WIN WHEN THEIR PROVIDERS IMPLEMENT NEXT GENERATION AIOPS

NOISE REDUCTION
Improve the service experience by focusing energy on incidents having impact on the most customers.

PREDICTING OUTAGES, DISRUPTIONS AND PROBLEMS
Customers don't want to be the "first to know" about an issue impacting services. By leveraging what if analysis and analyzing maintenance data, organizations can predict issues and prevent service disruption.

IMPROVED PRESCRIPTIONS
Visual analytics, root cause and displaying which customers are impacted increase confidence in automating remediation.

The quantity and speed of data generated by the service landscape is greater than human insight alone can manage. The perfect combination of machine and human insight creates powerful results. Next generation AIOps provides this combination.

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VIA AIOPS IS DESIGNED TO IMPROVE THE CUSTOMER SERVICE EXPERIENCE

VIA AIOps uses statistical methods, ontology mapping, predictive analytics and machine learning to:

Detect relationships across entities

Detect patterns that predict future points of failure

Only VIA uncovers the meaningful anomalies that operational teams trust to automate response.

AUTOMATION CREATES THE WIN FOR CUSTOMERS – PROVIDING EXPERIENCE ASSURANCE.

ABOUT VITRIA

Move from Analyzing Data to Automating Actions. VIA AIOps enables reliable automation across all layers of the service delivery hierarchy to safeguard business continuity and improve the customer service experience. VIA AIOps ecosystem observability and explainable AI provides the operations team the confidence they need to automate response. Analytics and automation provide your customers with experience assurance. Automation minimizes the number of incidents that impact service and analytics provides the *what if* analysis to prevent problems from recurring in the future.

VITRIA®

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