



AIOps

IT'S A NEW DAY FOR
THESE COMPANIES

AIOps: THESE COMPANIES IMPROVED CUSTOMER SERVICE EXPERIENCE

HOW WILL AIOps CHANGE THE WAY WE WORK?

Adopting AIOps often begins with upgrading monitoring tools for a specific function – like application performance or network availability – with a new release or AI module. These first generation AIOps products focus on improving operational productivity and noise reduction.

VIA AIOps is a next generation AIOps solution with an analytics- as- a- service architecture providing a holistic and comprehensive approach to improving the customer service experience. Large companies deriving revenue from external customers consuming digitized services require analytics to automate response and remediation from across the service delivery hierarchy .

VIA AIOps provides total ecosystem observability and uses explainable AI to analyze signals coming

from multiple point products in the management silos. VIA deploys **BEACONS**– a secondary layer of granular analysis – to pinpoint root cause and identify impact zones. **VIA BEACONS** illuminate problem origination and identify which customers are impacted by a failure.

Enabled by explainable AI, Operations can see in plain language the analytics used to prescribe the automation sent to the system of action. Operations teams don't have to be data scientists to understand the impact of the analytics on the automation and remediation.

VIA AIOps ensures operations is aware of problems impacting service before the customers report service interruptions.



HOW WILL AIOps CHANGE THE WAY WE WORK?

US BASED PROVIDER OF VOICE AND DATA NETWORK COMMUNICATIONS & MANAGED SERVICES TO BUSINESSES

As a communications service provider, this company's Operations teams must manage multiple, diverse data sources. Being able to ingest and synthesize disparate data in REAL TIME gives this company greater visibility across the service delivery layers.

INTENT

Reduce time to revenue through improved operations by accelerating and optimizing the customer onboarding and quote-to-bill processes for both end user clients as well as wholesalers.

VIA AIOps enables the operations teams to perform Advanced Anomaly Detection resulting in accelerated Incident response.



Real time Operational Visibility finds nuanced problems and contextualizes insights to continuously improve operational processes.



FAST GROWING PROVIDER OF TV, HIGH SPEED INTERNET & VOICE IN US

After two major acquisitions, the company determined that being “big” was good, but being “best” would help them win in a very competitive market. They opted for a **service-oriented operating model** - a combination of digital technologies and operations capabilities orchestrated to improve in revenue, cost and the customer experience.

INTENT

This company chose to implement artificial intelligence with machine data to transcend technology silos and manage the health of all services in a holistic way.

VIA AIOps enables this growing communications company to change behavior, from reactive to proactive, and address anomalies BEFORE they impact service performance. The company now ingests, analyzes and correlates streaming data from across the service delivery hierarchy in REAL TIME.

VIA automates processes to:

- Reduce the incident life cycle – reducing operating costs – from 12 hours to 30 minutes!
- Delight customers by solving incidents faster and preventing incidents in the future.



VIA's extensible AIOps Solution analyzes 40 separate services for incident detection, causation and prevention in real time.

HEALTHCARE TUNES INTO THE NEEDS OF REMOTE PATIENTS

There is no question that a nation grappling with an unpredictable virus would have an impact on patient care. Pandemics are the ultimate compelling event when it comes to change. This hospital system was in the process of adopting a platform for telemedicine. The pandemic was accelerating an already challenging situation.

Telemedicine ultimately enhances collaboration of healthcare professionals and brings together disparate groups of scientists and researchers. Telemedicine improves the care of every patient.

INTENT

Select an analytics engine that would speed development of the complete solution for hospitals and nursing homes. By integrating a real time analytics engine, monitored data would be analyzed to enable predictable performance and availability of the telemedicine solution. AIOps ensures reliable flow of vital information to clinicians and healthcare personnel.

VIA AIOps provides machine learning to ensure predictable operations and insights for decision support. The IT staff prioritizes the events needing immediate attention. Clinical staff is assured of early insight into health profiles that will improve patient outcomes.

VIA's Solution Templates provide machine learning to ensure predictable operations and insights for decision support. The IT staff prioritizes the events needing immediate attention. Clinical staff is assured of early insight into health profiles that will improve patient outcomes.



MAKING THE TECHNOLOGY WORK FOR YOU!

As you've seen, at every stage of the journey, companies adopt new technologies like AI, big data, cloud and mobile. All of these technology changes require an analytics foundation.

Organizations have adopted AIOps point products for monitoring application performance, network availability and more. VIA AIOps ingests streaming data from management point product used in the technology silos. Using machine learning and analytics VIA AIOps correlates signals coming from the management silos to understand the impact of anomalies on specific services and identifies impact zones – which customers are impacted by a problem or anomaly.

Moving to next generation AIOps is less about reducing noise and more about improving service. Three questions remain:



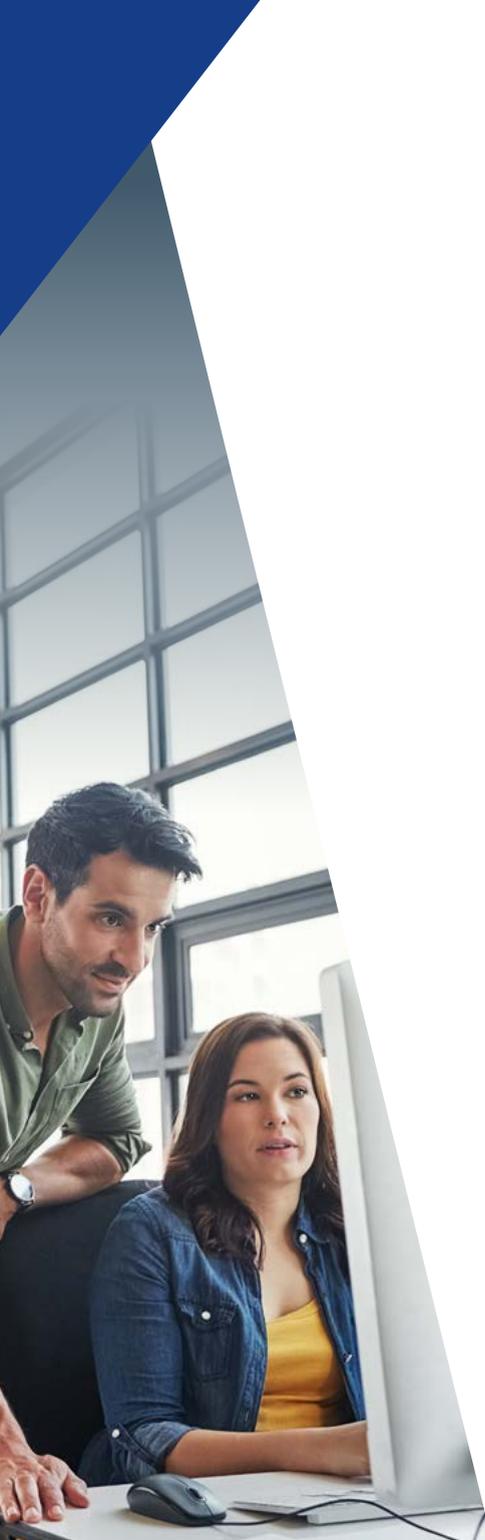
What are the needs of your business for service-oriented alert and response management?



What impact will AIOps have on functional collaboration across the organization?



How will AIOps be used to prevent problems that disrupt service in the future?



VIA BY VITRIA

VIA AIOps provides analytics as-a-service architecture that analyzes streaming data from across the enterprise. With VIA AIOps operations is assured of knowing about service impacting issues before the customers report problems.

To achieve tangible results quickly, you want an analytics foundation that can be customized but without months of effort and costly consulting. **One major differentiator of VIA AIOps is explainable AI – the plain language explanation of analytics which enables operators to understand the impact of automation without being a trained data scientist.**

What are the VIA differentiators for speed to business value?

1

VIA reduces reliance on highly skilled resources: availability of experts is problematic. VIA abstracts the complexity; use cases can be operational in days!

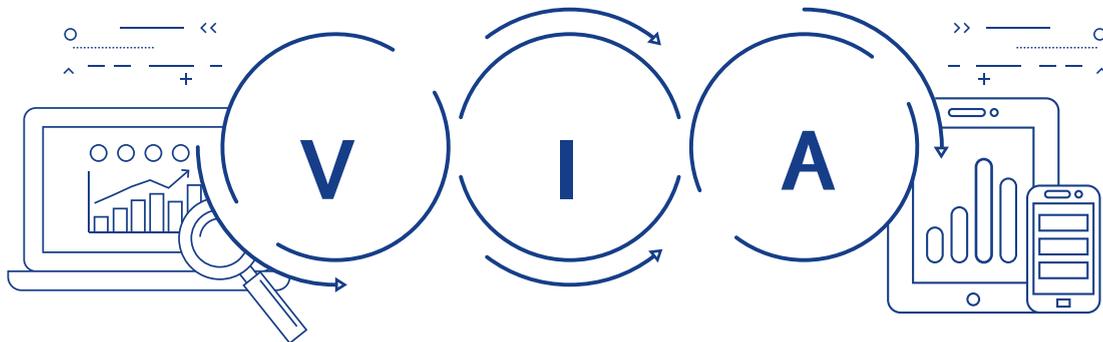
2

VIA is not limited by data volume or velocity, nor is it limited by the number of users or source systems.

3

VIA is OPEN. This means it connects to third party systems, even legacy systems, to simplify data collection and any relevant operations systems already deployed.

VIA AIOps reduces time to business value by as much as 75%.





THE MOST IMPORTANT REASONS FOR CHOOSING VIA ARE EXTENSIBILITY AND AGILITY –ONE SERVICE ORIENTED AIOps SOLUTION ENABLING OPERATIONAL EXCELLENCE

Businesses aren't static, they evolve. This means ongoing changes to the service architecture and operations. VIA is self-learning and built to adapt to changing conditions.

Experience improvements in days not months with these VIA Advantages:

- **Ecosystem observability** reduces time to deployment. VIA is an open application, capable of scaling to handle high volumes of streaming data from other monitors or the extended service architecture.
- **Explainable AI** provides operations with plain language explanations of analytics and what if analysis providing prescriptions for automation and remediation. Operations trust automation they understand.
- Organizations implementing VIA AIOps provide customers **experience assurance** by improving operational efficiency and enabling rapid response to anomalies impacting the availability of critical applications and services.

ARE YOU READY FOR VIA AIOps?

ARE YOU READY FOR A NEW DAY?



READY TO CHANGE THE WAY YOU WORK?
ARE YOU READY FOR VIA BY VITRIA?

For information on VIA AIOps and Vitria visit our website
at www.vitria.com or contact us for a VIA demonstration.

ABOUT VITRIA

Move from Analyzing Data to Automating Actions. . Learn how VIA AIOps enables reliable automation across all layers of service delivery hierarchy to improve the customer experience and optimize operations. VIA AIOps provides total ecosystem observability and explainable AI to increase confidence in automation. Automation minimizes the number of incidents that impact service by correlating data across operational silos. Using VIA AIOps, you can offer your external customers experience assurance by knowing and acting on problems before your customers report service interruption.

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