Charter Communications
Realizing a Service Oriented Operating Model with VIA

Charter®
C O M M U N I C A T I O N S

Charter Communications is America's fastest growing TV, internet and voice company. They service 41 states and service 26 million residential and business customers. Recent acquisitions of Time Warner Cable and Bright House Networks became the impetuous for Charter to move to a service-oriented operating model.

McKinsey defines a service-oriented model as "a new way of running the organization that combines digital technologies and operations capabilities in an integrated, well-sequenced way to achieve step-change improvements in revenue, customer experience, and cost." A service-oriented operating model uses the customer and customer interactions as the organizing principle. Services delivered to Charter customers include email, voice, internet service, video on demand to name only a few. And, each of these services have many discrete and interrelated customer interaction processes. Charter's objective in moving to a service-oriented operating model was to envision new processes that deliver dramatic gains in performance.

Charter's Challenges.

Charter needed to map their customers' journeys and think holistically about their processes. They needed to envision what was possible by looking at their service processes holistically. They wanted to cut through the capabilities of networking, application software, and infrastructure that were often siloed within their service and IT operations. They also required a consistent way of looking at the health of all of their services.

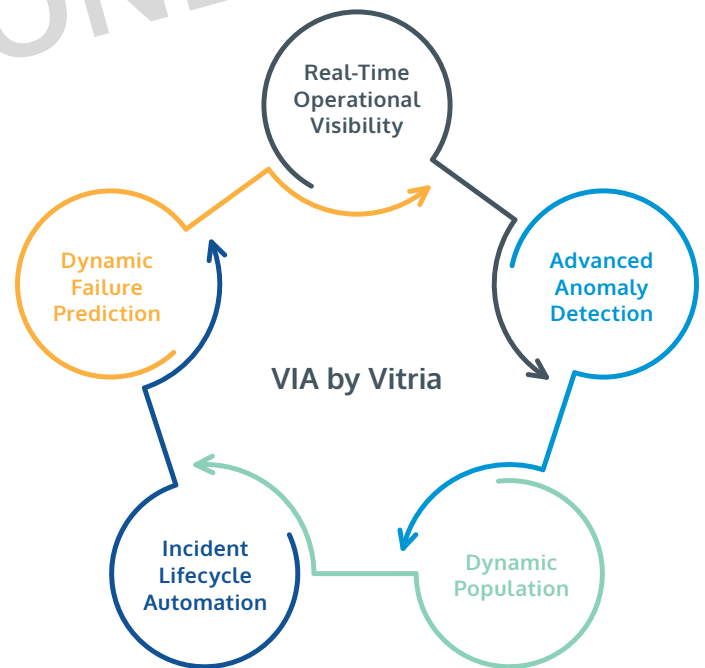They needed an analytics solution that was capable of:

- Integrating workflows
- Synthesizing and analyzing service data across service layers
- Reducing manual processes through automation
- Eliminating hand-offs between service stove pipes
- Changing the norm of behavior from being reactive to proactive and address anomalies before they impacted service performance
- Processing data and visualizing customer service processing in real time

Vitria Delivers the Solution

Vitria provided a solution that supports Charter's move to a service-oriented operating model for 40 use cases across multiple business services within 36 months. The solution consists of the VIA platform, Digital Operations Solution Templates, integration services and an onsite Technical Account Manager.

Vitria's integrated, holistic service-oriented approach to operation excellence

Real-Time Operational Visibility

Advanced Anomaly Detection

Dynamic Failure Prediction

VIA by Vitria

Incident Lifecycle Automation

Dynamic Population

Vitria Delivers the Solution (Continued)

The VIA Digital Operations Solutions Templates and the VIA platform enable:

- Ingestion and synthesis of data across the network, infrastructure, and application software layers in real time

- Automation of processes

- Advanced analytics and predictive intelligence

The solution templates and VIA's low code environment accelerates time to value. The low code environment combined with the solution templates delivers the agility Charter required to adapt to change and operationalize multiple use cases rapidly using the VIA platform.

Vitria was chosen due to the agility provided by the solution templates and the VIA platform, our ability to implement a POC quickly against two use cases, and the extensibility of the solution. Additionally, as compared to the competition, our solution was alone in its capability to synthesize and analyze data in real time.

Outcomes Achieved

Charter now has the ability to dramatically reduce their incident lifecycle processes through integration across the networking, software application, and the infrastructure service layers to drive a multiplier effect on service performance improvements.

- Lowering their incident lifecycle will reduce their operating costs.

- Solving more incidents faster and preventing incidents from occurring will improve customer satisfaction.

Leveraging VIA, Charter can more quickly identify service issues and detect the root cause of the problem with less human intervention. For their email service, Charter was able to reduce the incident lifecycle from 12 hours to 30 minutes after the solution was fully operationalized. These dramatic gains were realized due to an integrated, holistic approach across the service layers leveraging the VIA platform and Vitria's solution templates. Similar benefits are expected with their other business services and use case.

Contact us today for a demonstration.

About Charter Communications

Charter Communications is America's fastest growing TV, internet and voice company. The company is committed to integrating the highest quality service with superior entertainment and communications products. Charter's commitment to serving customers and exceeding their expectations is the bedrock of Charter's business strategy.

About Vitria

Vitria celebrates twenty plus years of providing solutions which transformed business process management and application delivery across distributed enterprises. Building on this legacy, VIA by Vitra brings to market analytics solutions providing visibility, insight and action. Visit www.vitria.com