Customer-Centric Service Performance Management
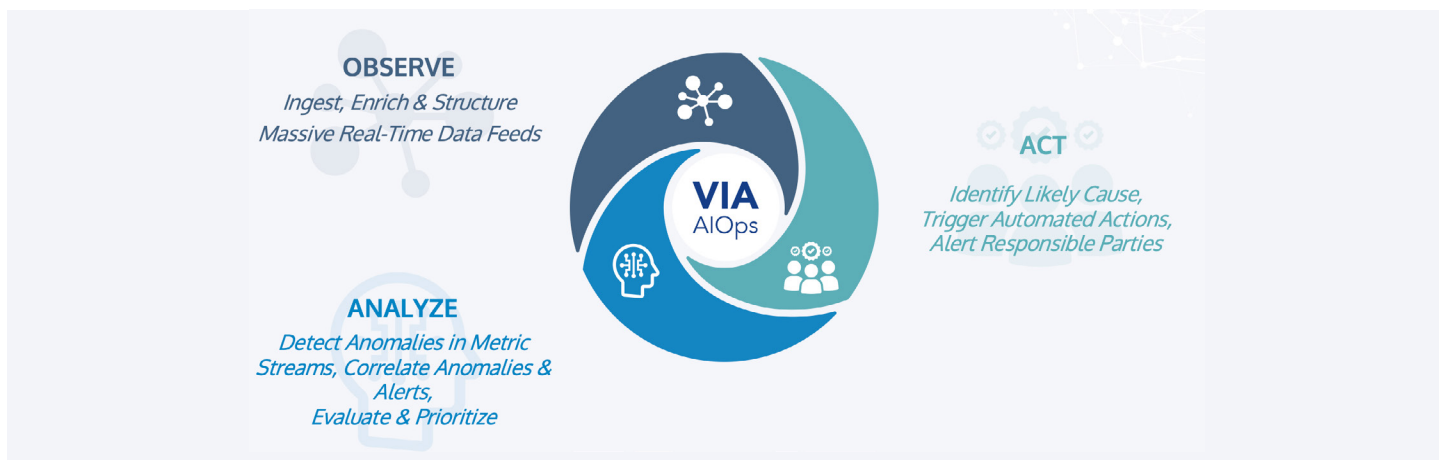
Service Assurance Challenges

Organizations spend millions of dollars monitoring service performance with a wide array of monitoring tools and experienced staff. And yet, most companies are missing opportunities to improve digital services and enhance their customers' experience by accelerating the detection and resolution of customer or service impacting events. The growing complexity of delivery architecture, the velocity of changes, and the endless number of potential endpoints and dependencies only serves to exacerbate service assurance challenges.

Understanding root cause requires observing and reacting to the interplay across elements in the service ecosystem. Not only focusing on signals and anomalies coming from IT elements or independently from the application or network but looking across these and understanding their impact on the overall performance of the service and the customer experience.

VIA AIOps by Vitria improves service assurance and the efficiency of performance management across the technology stack and within and between applications.

VIA AIOps: Effective Performance Management

VIA AIOps improves the customer experience and reduces cost. A next generation AIOps application, VIA delivers automated analysis and enables rapid remediation of events across all service layers. From noise to action, VIA operates through the entire event pipeline from observation, to analysis and action to not only reduce the time to diagnose the issues but to resolve them faster with automation.

OBSERVE
Ingest, Enrich & Structure Massive Real-Time Data Feeds

VIA AIOps

ACT
Identify Likely Cause, Trigger Automated Actions, Alert Responsible Parties

ANALYZE
Detect Anomalies in Metric Streams, Correlate Anomalies & Alerts, Evaluate & Prioritize

VIA AIOps Use Cases

VIA AIOps lowers cost and accelerates resolution by reducing the noise and the human intervention required to resolve service performance and customer-impacting events.

Service Performance Management: Detects events, analyzes for probable route cause, defines severity of impact and the customer populations affected.

Change Management and DevOps Support: Monitors for and detects customer experience and service impacts caused by attribute changes introduced by the enterprise or an end-user subscriber (i.e. changes in subscribers' mobile devices or operating systems).

Fault Management: Reduces noise, delivers automated detection, analysis, and prescription of the next best action for service incidents across the technology stack and between application domains.

Key Capabilities

Integration with Existing Service Management and Monitoring Systems and Processes

- Ingests and analyzes streaming data from application, network, and infrastructure monitoring tools via native connectors

- Collects and analyzes raw data (metrics, logs, counters) in standard and non-standard formats

- Analyzes KPI time-series data from elements and applications at internet speeds in real time

- Supports collection and analysis of customer support chat and social media data

- Integrates with orchestration, incident, notification, and change management systems such as Cisco NSO, Remedy, Cherwell, xMatters and ServiceNow

- Directs complex automation in cloud infrastructure, the network orchestration, and run books and scripts

- Automates the opening, closing and updating of service tickets incidents or engaging the right SRE right fix agents

Acceleration of Issue Detection with VIA's Analytic Engine and AI

- Determines automatically the correct algorithm to use on collected data in order to generate baselines and detect signals

- Generates baselines for all dimensions using unsupervised machine learning and stochastic models

- Adjusts automatically for intraday seasonality in source data enabling faster time to detect as compared to simple threshold setting algorithms

- Sustains optimal baselines across billions of dimensions and metrics with dynamic changes to baselines as new data is collected

AI Correlation and Affinity Analysis

- Determines if events and anomalies are correlated using chronology, ontology and clustering techniques

- Defines the severity of issues and the relative scope of impact through signal evaluation and scoring

- Determines probable root cause, the identification of the key symptoms and the impacted populations

Explainable AI

- Explains analytics and AI in plain language to build trust and confidence in automation

Flexible Deployment Options

- Deploys on-prem or in private or public cloud and can be sized to fit your needs

VIA AIOps: Service Performance Improved and Operational Cost Lowered

Next generation AIOps supports performance, change and fault management across applications and service layers to deliver both faster detection and resolution time while lowering cost.

- Enables prioritization and rapid resolution of customer impacting events

- Automates workflows with taught and learned intelligence

- Delivers measurable improvement in service assurance

Organizations that have implemented VIA AIOps have experienced:

- **18% fewer** customer support contacts annually

- **25% reduction** in augmented staff

- **22% lower** tool license cost

- **12% fewer** technician visits

ABOUT VIA AIOPS

VIA AIOps is a next generation AIOps application that enables intelligent automation across all layers of service delivery to improve the customer experience and optimize operations. VIA AIOps provides total ecosystem observability, and explanatory AI to increase confidence in automation. VIA AIOps delivers noise reduction, correlation, and intelligent automation across operational silos to enhance customer experience and reduce operational cost by enabling more rapid issue detection, mitigation and resolution.

VIA AIOps