



# National Network Service Provider Achieving Automation Goals

Diversification and market expansion in today's uncertain economic environment requires breaking glass and doing things differently to deliver the highest quality service at the lowest cost. That must include leveraging technologies that support massive scale at a much lower operating cost than the industry average. By implementing AIOps and new operational processes, this National Service Provider expects to achieve an operational staffing level at 10% of the industry average through automation.

## Service Assurance Challenges

- Customer loyalty and retention driving the need to achieve high service levels.
- High operations IT staff turnover increases cost and puts service performance at greater risk.
- Migration to 5G technology adds complexity in managing service assurance.

## The Solution:

VIA AIOps supports the achievement of automation goals through advanced analytics, machine learning, AI, closed-loop processes, and full integration with third party service management systems. VIA AIOps reduces *noise, detects service-impacting events earlier, determines probable root cause and prescribes actions automatically* across service domains. A feedback loop that combines human intelligence and AI reduces the effort and time required to improve the accuracy of machine learning. This enables a faster path to automated remediation of service issues. Full integration and bidirectional communication with Service Management Systems is supported by AIOps which is critical to fully realizing this provider's automation objectives.



**FROM NOISE** → **TO ACTION**

TOTAL ECOSYSTEM OBSERVABILITY  
EXPERIENCE ASSURANCE

## VIA AIOps for End-to-End Service Assurance in Massive 5G Networks

- Learns complex topology automatically and leverages topology both learned and taught in correlation techniques for triage and root cause analysis across domains.
- Automatically analyzes for probable root cause, defines severity of impact and the customer populations affected.
- Delivers automated detection, analysis, and prescription of the next best action for service impacting events across service domains and highly distributed networks.
- Dramatically accelerates mean time to issue resolution.
- Detects events before the customers' experience is impacted.
- Automates workflows with taught and learned intelligence.

### 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.