CASE STUDY

Network Operations Reduce Impact of Incidents on Customers

INDUSTRY INSIGHT

The numbers speak for themselves. Increasing number of employees on mobile devices, the pivot to remote work and the pervasive adoption of cloud has put enormous pressure on network operations. The average enterprise company uses over 1900 different cloud services. Instead of a handful of enterprise applications, you are required to manage a growing number of highly specialized SaaS apps for every team, market and data type. This creates a challenge for network operations that has never been experienced before.

The network is essential and as the network scales to meet the needs of the enterprise, network operations needs a pragmatic response. Observability is displacing monitoring as a core capability and AI and ML are required for automation of response and remediation. Manual triage of incidents is having a negative impact on mean time to repair (MTTR) because operators are overwhelmed with too many queues to monitor, too many dashboards to watch. The ability for Operations to determine the root cause of a service-impacting issue is no longer possible.

INDUSTRY NARRATIVE

A leading network operator, with a service operations staff of 100+ professionals, was tracking metrics across services to measure effectiveness. Single operators were having to deal with 450 incidents per month on a single service. Manual triage of each incident was slowing response and ultimately delaying remediation..

Faced with a staffing increase, the network operator reasoned that if they could reduce the number of service interruptions caused by network incidents, they would avoid a staffing increase and, at the same time, improve service availability. Manual triage was replaced by automated response, saving time and money and improving the customer experience.

The network operator chose **VIA AIOps**. In a matter of weeks VIA learned multiple metric baselines and service element dependencies to automate detection of service incidents. VIA's total ecosystem observability combined with explainable AI nearly eliminated false positives. VIA's impact analysis and what-if analysis improved the quality of response. The operations staff could prioritize incidents having the greatest impact on the largest number of customers.

REALIZING VALUE

Network operations was able to reduce incidents to less than five incidents per day per service.

This improved service availability by 60% and reduced staffing requirements by 50%. Avoiding additional staff enabled the network operator to avoid a price increase ensuring them a stronger competitive posture in their market.

Learn more about VIA AIOps.

Use our Buyer's Guide for AIOps to launch your analytics strategy.

ABOUT VIA AIOps

VIA AIOps easily integrates with monitoring systems located in silos across the service hierarchy. Enabled by explainable AI, VIA prescribes remedial actions to the designated system of action and predicts problems before they impact customers. VIA AIOps can be deployed from the cloud, on premises or in hybrid operating environments.

VIA AIOps