



# VIA AIOps

Quantifiable  
Business Value

### Case Study:

How an Over-the-Top Video Service Provider Used VIA AIOps to Improve Their Customer's Digital Experience

## Large Over-the-Top Video Service Provider

AIOps for Digital Experience Management



Over 30M  
Subscribers

REDUCED  
Failure Rate by  
**28%**

### PROBLEM

Over 140,000 failed application access attempts per day was causing customer dissatisfaction

### IMPACT

Customer churn, call center overrun

### SOLUTION

VIA AIOps used graph analysis to correlate application failures to network elements: root cause analysis, auto-triage, proper incident assignment

### RESULTS

Improved application access performance, reduced call center interactions

### KPIs

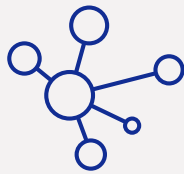
Removed 11M failures per year and nearly 700 customer support calls per day (equivalent to approximately 20 full time staff and \$2.3M / year)

### Case Study:

How a Leading Network Operator Used VIA AIOps to Reduce Service Impacting Incidents

## Leading Network Operator

AIOps for Incident Lifecycle Management



Hundreds of  
Service  
Operations  
Staff

REDUCED  
Incidents by  
**65%**

### PROBLEM

Operator was averaging more than 450 Incidents per month on a single service, and each Incident required significant manual triage

### IMPACT

Service availability, customer experience, MTTR delays and man hours

### SOLUTION

VIA AIOps learned multiple metric baselines and service element dependencies to fully automate detection and nearly eliminate false positives

### RESULTS

Manual 'eyes on glass' dashboard monitoring replaced by automated detection and action

### KPIs

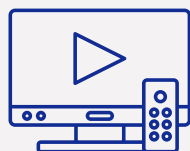
Reduced Incidents to less than 5 per day, improving service availability by 60% and reducing staff requirements by 50%

### Case Study:

How a Top-Tier North American Cable Operator Used VIA AIOps to Reduce Unnecessary Technician Visits

## Top-Tier North American Cable Operator

AIOps for Change Management



Millions of  
Technician  
Visits

IDENTIFIED  
**200k+**  
Unnecessary Tech Visits

### PROBLEM

DevOps, CI/CD and constant network upgrades are causing unplanned and undetected service outages resulting in expensive technician visits

### IMPACT

Poor Net Promoter Scores, costly truck rolls, service interruption

### SOLUTION

VIA AIOps auto-detects change management events, discovers service dependencies, and correlates 3rd party event, incident and change tickets to experience KPIs

### RESULTS

Change-related service impact is immediately detected and correlated to the event(s) and experience

### KPIs

More than 200,000 potentially avoidable truck rolls were identified (at a cost of \$16M).



LET'S GET STARTED

# Schedule a demo today

Real data. Real use cases. Real value

---

See VIA in Action to understand how VIA  
improves Operational efficiency

---

[Click here to schedule a call  
with one of our industry experts](#)

## About VIA AIOps

VIA AIOps delivers the process automation capabilities to shorten the incident lifecycle and **improve the overall service experience**. VIA's total ecosystem observability, internet-scale noise reduction, machine learning based anomaly detection, and cross silo correlation transforms and optimizes operational practices. The result is lower costs, superior customer experience, and augmented intelligence to support a more efficient and effective operational staff.



[www.vitria.com](http://www.vitria.com)