VIA
AIOps

Service Assurance Optimized across Service Domains and Applications for a Global Insurance Provider

Superior customer experience along with maintaining customer premiums despite escalating costs are paramount to customer retention. But managing the technology complexity without continually adding skilled staff is an ongoing challenge. Virtualized environments, more applications moving to the cloud, ever changing applications as well as end user devices make end-to-end service assurance challenging at best. To address these challenges, this Service Provider needed to simplify operations by breaking down operational silos and prioritize actioning performance issues that had a direct impact on the customer experience
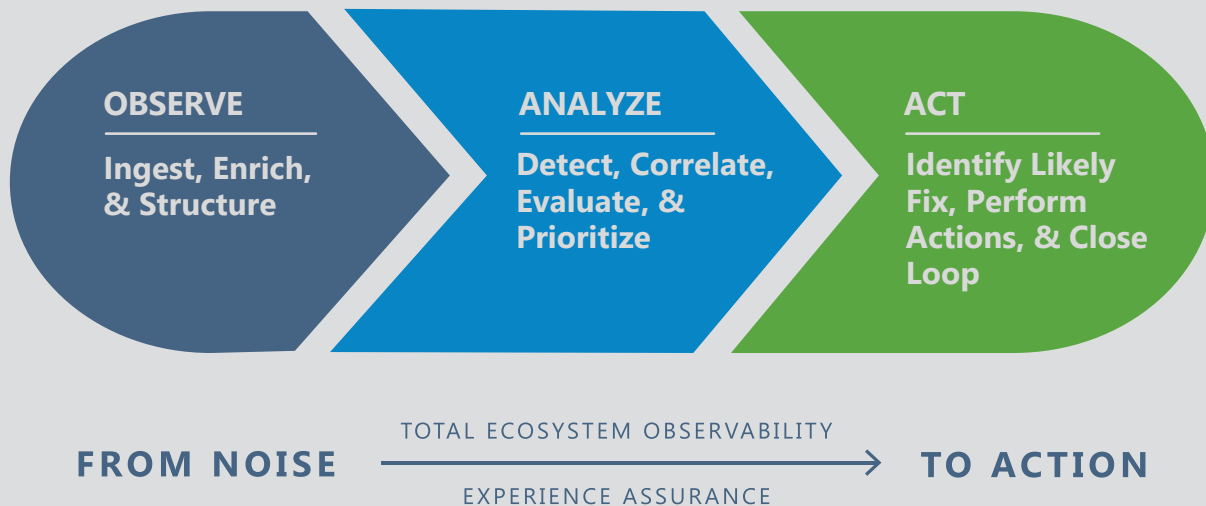
Service Assurance Challenges

- Services distributed in containers across the enterprise make performance issues within and across applications more difficult to spot.
- More virtualized and cloud based applications add complexity to performance management.
- Application upgrades and fixes accelerate with potential downstream unexpected performance impacts.
- End users introducing new devices place more pressure on firewalls and introduce additional customer experience support issues.

The Solution:

VIA AIOps operates across applications and a vast complex network to rapidly identify performance issues, triaging related incidents and determining the probable root cause. Advanced analytics, machine learned topology and unique correlation techniques enable not only faster issue identification and cross domain resolution but enable direct linkage to support calls to enable continuous customer experience improvement. Human and artificial intelligence are combined to accelerate the development and implementation of automated action and remediation.

Shortly after VIA implementation, 17 separate incidents were grouped together into a single incident through machine learning and correlation and an automated response was initiated. All of this was done in 32 minutes without human intervention. Resolution to these incidents before VIA implementation would have taken 8 hours to resolve.

OBSERVE

Ingest, Enrich, & Structure

ANALYZE

Detect, Correlate, Evaluate, & Prioritize

ACT

Identify Likely Fix, Perform Actions, & Close Loop

FROM NOISE

TOTAL ECOSYSTEM OBSERVABILITY

EXPERIENCE ASSURANCE

TO ACTION

VIA AIOps for End-to-End Service Assurance

- Learns complex topology automatically and leverages through correlation techniques for triage and root cause analysis across domains.
- Monitors across cloud and highly virtualized and containerized environments.
- Automatically analyzes for probable root cause, defines severity of impact and identifies the customer populations affected.
- Delivers automated detection, analysis, and prescription of the next best action for service impacting events across service domains and applications.
- Dramatically accelerates mean time to issue resolution.
- Reduces customer support calls and enables continuous customer experience improvement.

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.

VITRIA®