THE FUTURE OF HEALTH: IT Enables Care Models & Digital Tools

VIA AIOps

Transforming How Physicians Practice and Consumers Engage

PATIENT SERVICE EXPERIENCE

Dimensions of the Care Model Requiring the Attention of Service Operations . . .

CONSUMERS:
Patients are increasingly remote, more diverse and more demanding when it comes to CARE

CONNECTIVITY:
Virtual health, telehealth solutions and remote patient monitoring depend on connectivity

COMPLEXITY:
Massive amounts of data, analytics and edge computing enable the future of health

Consumers are increasingly remote and reliant on digital technologies.

Expectation:
Continuous, Uninterrupted Service

As healthcare providers implement more digital services, clinicians have increasingly high expectations for availability, security and reliability. They depend on equipment uptime, always on network services and automation to deliver and manage care.

SERVICE ASSURANCE for Healthcare REQUIRES . . .

- **Consistent FOCUS** on Patients and Clinicians

- **Continuous correction and prevention** of faults that interrupt CARE delivery

- **Implementation of AI and machine learning** to accelerate issue identification and automate remediation

- **Exceptional talent management** to support staff retention

KPIs Depend on Resilient Infrastructure and Service Assurance

- Patients seen

- Tests administered

- Clinical Staff Utilization

- Procedures completed

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VIA AIOps – Reduces MTTR

BY 40% OR MORE

VIA Breaks Down SILOS: The problem with silos is they constrain operational productivity and create a lot of NOISE. VIA AIOps monitors across tech stacks and between application domains. VIA eliminates independent teams chasing symptoms – when the root cause lies outside their visibility and control

VIA Monitors for and detects faults impacting the service experience.
VIA Determines the root cause from the symptoms.

VIA Defines severity of impact and isolates the affected customer population.
VIA Automates target remediation providing prescriptions for service incident resolution.

RESULTS:

You know about **service impacting issues – BEFORE** the clinician and patient are impacted.

Effectiveness and efficiency based on UNIFYING OPERATIONS.

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

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

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ACT
Identify Likely Cause, Trigger Automated Actions, Alert Responsible Parties
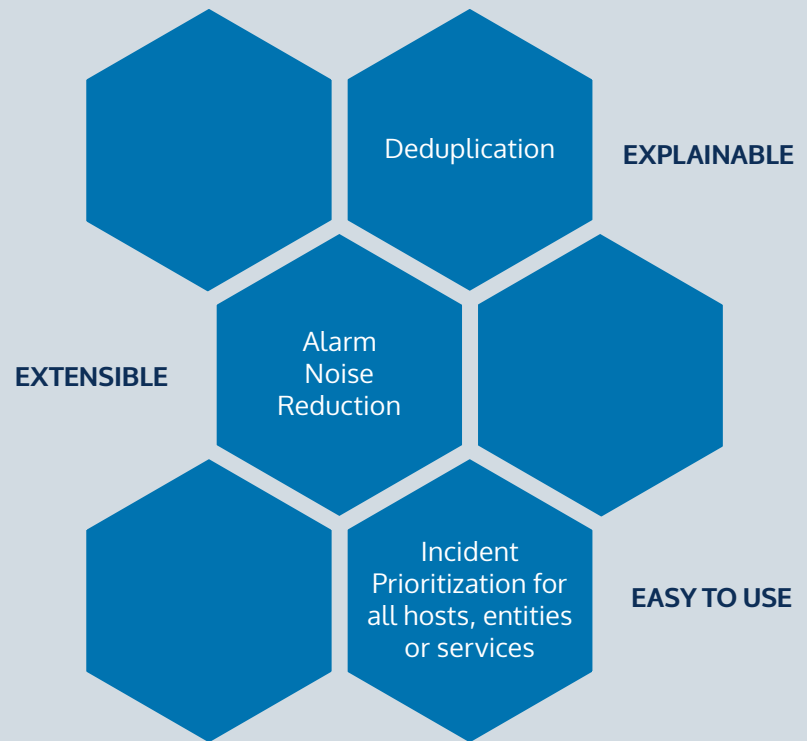
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Achieve MTTR Targets

One client experienced 99% alarm noise reduction on day one.

Artificial Intelligence and machine learning embedded within VIA's out of the box algorithms.

250,000
system-generated issues

664 ❗

474

149
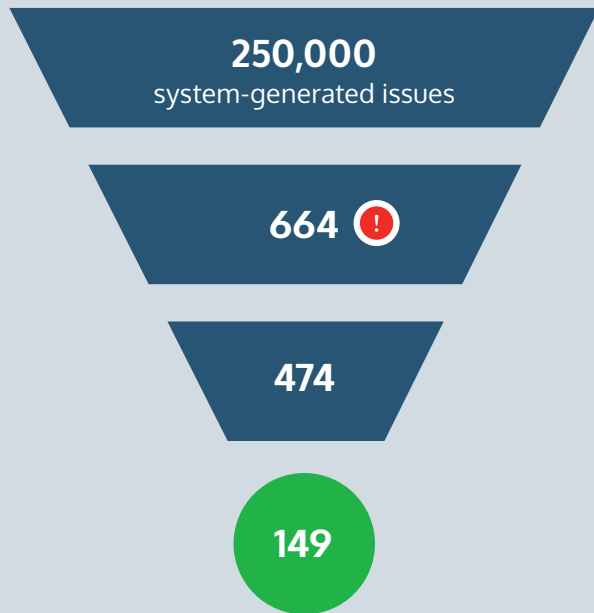
Competitive solutions would have engineers working on 664 issues **– with VIA engineers work on only 149 issues!**

Deduplication

EXPLAINABLE

EXTENSIBLE

Alarm Noise Reduction

Incident Prioritization for all hosts, entities or services

EASY TO USE

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Healthcare Providers
TRUST VIA AUTOMATION

Digital fingerprinting and relevance ranking increase trust in suggested automation. VIA provides a feedback loop which enables engineers to determine and take remediation action faster.

DIGITAL
FINGERPRINTING → RELEVANCE
RANKING → FEEDBACK
LOOP

WHY DO AUTOMATION PROJECTS FAIL?
NO TRUST IN THE AUTOMATION.

Trust in automation is grounded in information rich incidents reflecting probable root cause, key symptoms, impacted populations plus basic information like duration and severity.

VIA automation models come with out of the box algorithms and use **digital fingerprinting** to enrich the data. The **relevance ranking** trains the algorithms - making them smarter. The automation **feedback loop** improves as the algorithms gets smarter.

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Trustworthy Automation

ARTIFICIAL INTELLIGENCE

- Users provide feedback on incidents by voting 👍 or 👎 using a dialogue box – the **VOTING** is applied to the incident.

- **DIGITAL FINGERPRINT** provides a count of the number of people that evaluated the incident (thumbs up or down). The accumulated data is used to create a **RELEVANCE RANK.** **Relevance ranking is used to train the algorithm – making it 'smarter'**

Digital fingerprinting and relevance ranking enable trustworthy automation.

HUMAN INTELLIGENCE & AUTOMATED REMEDIATION

THE FEEDBACK LOOP: When a previous incident looks similar to a new one; engineers can review the actions taken in the previous case. Specific actions taken on similar incidents gives the engineer the opportunity to take the same action.

The feedback loop reduces the effort and time required to improve the accuracy of machine learning – enabling faster, trusted automation.

VIA AIOps Feedback Loop
Combines Human **AND** Artificial Intelligence

| CONTINUOUSLY IMPROVING ACCURACY | ENABLING AUTOMATED ACTION |

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Achieving MTTR KPIs

MTTR = MEAN TIME TO REPAIR

Preventing errors provides the continuity of care that patients need to be healthy. Minimizing service interruptions keep clinicians operating at the top of license enabling full engagement in the critical care model.

Service operations can't prevent network and systems errors but can consistently **improve response and mean time to repair.**

Make Service Operations an critical component of care delivery

⭐ ⭐ ⭐ ⭐ ⭐

- Avoid functional silos found in IT: they limit effectiveness and add critical hours to repair and restoration of service

- Minimize manual processes: relying on human intelligence alone is prone to errors and actions are time consuming

- Implement machine learning and prioritize automation: this enables real time fault managment and faster remediation.

AI for Operations – or AIOps – combines human and machine intelligence to achieve optimal MTTR.

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.