

Marc Austin, Head of Strategy and Growth for Crosswork Network Automation at Cisco and Vitria's Chris Menier, General Manager of VIA AIOps for Vitria discuss how their partnership and joint solution address Service Providers network assurance challenges.



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“With the scale of networks today that continue to grow faster and faster every day, it’s already past the tipping point of what humans can do that manually. There’s a need to add AIOps.”

- Marc Austin, Head of Strategy and Growth for Crosswork Network Automation at Cisco

Massive networks with the added complexity of an increased level of virtualized components makes identifying issues and addressing them quickly before they impact the customer experience more challenging for service providers.

A podcast interview conducted by Charlotte Patrick, independent Telco A3 consultant and alumni of Gartner, AT&T, and Telefonica with Marc Austin and Chris Menier address these challenges and how VIA AIOps combined with Cisco Crosswork delivers a solution to reduce network assurance management complexity with a holistic approach that supports fault and performance management across service domains.

“Most service providers today have no shortage of information about their networks. They’ve got all kinds of telemetry from devices and signals from existing assurance applications that are generating events. The challenge is making sense of all that information in a timely manner to ensure that they’re offering high quality products to their customers and that they’re fixing faults before their customers will even find out about them,” explains Austin.

“Right now, there is a siloed approach to service assurance, and those silos create slowdowns in responding to, detecting, and fixing any customer experience-impacting and service-impacting issues,” says Menier.

To address these challenges, Menier states that a unified approach across the entire service delivery ecosystem is needed. This ecosystem, explains Menier, consists of the virtual layer and the physical infrastructure layer, the compute and storage. It includes the application layer, and the end customer services as well as the communication between the customers, the service applications, and the service provider’s operations that goes across a very complex, massive network.

To explain how VIA AIOps and Crosswork simplify this complexity, Austin uses an analogy of an internet search engine. “There are a lot of websites. It gets a lot easier to use the internet when you have a tool that aggregates, deduplicates, correlates and presents all that information in a consolidated way that’s easier to consume. That’s what Crosswork and VIA AIOps do with fault and performance management -- Support the navigation to identify and solve

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the performance or fault management problem across service domains.”

The result for providers is that they know about issues in the network before their customers do. They can reduce their meantime to identify incidents, reduce the time to determine the root cause, and resolve them faster. This ultimately results in higher levels of customer satisfaction.

Menier explains that VIA AIOps ability to understand the probable cause vs the symptom of the problem lies in VIA's functionality to onboard data quickly, enrich data in real time, and correlate across various services and topologies of the ecosystem. VIA uses an ontological approach to obtain the context needed for more intelligent correlation that supports root cause identification as well as identification of the potentially impacted populations.

CISCO CHOOSES VITRIA OVER OTHER AIOps SOLUTIONS

“Vitria has developed their AIOps product in partnership with some key service providers, joint customers with Cisco and they've had stellar references,” explains Austin. “Vitria offered proof points of deployments with service providers. This set them apart from other AIOps vendors.”

THE FUTURE OF AIOps

Austin and Menier believe the future of AIOps is to enable fully autonomous networking. Austin states that Cisco has an aggressive investment strategy to help their customers get there, to provide a better experience for their end customers, lower their costs and improve their margins.

Menier explains that to further automation, full visibility across service layers is a key requirement. VIA AIOps is now supporting change management assurance processes by automatically detecting when network changes have occurred and determining the impact these changes are having on the network and customer experience.

Austin thinks that impact analysis of perspective changes is the hardest part in moving to autonomous networking. “Impact analysis is so difficult to predict that it still requires human intelligence to analyze the prospective impact of a change to the network and human processes and controls before you implement that change.” He goes on to explain that AI today is analyzing the current state of the network. AIOps can improve performance management and fault management of the network, as well as deliver a better situation report for the network operators, who can then apply human intelligence to analyze what changes to make. As those human changes evolve into playbooks, actions can be automated, and these will become more robust over time.

[Click here to listen to the full audio interview with Marc Austin and Chris Menier.](#)

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.

