Telecommunication Service Provider
Accelerates Time to Revenue with VIA

The Challenges

Reducing time to revenue is core to the telecommunications business. To achieve this objective the company looked at how to accelerate and optimize the customer onboarding process and the quote-to-bill process for both end-user clients, as well as wholesalers. They needed an analytics solution that was capable of:

VISIBILITY
Gaining real-time visibility into their internal processes

INTEGRATION
Integrating workflows across multiple acquired providers

DISCOVERY
Finding systemic and nuanced issues within their process

AUTOMATION
Reducing manual processes through automation

VIA AIOps Delivers

Implementing VIA AIOps enabled this business to accelerate time to revenue by optimizing their quoting, billing, and onboarding. The VIA AIOPs solution provides real time operational visibility and advanced anomaly detection.

VIA AIOps enables:

- Ingestion and synthesis of data across multiple sources in real time

- On-demand baselines of various metrics

- Association of metrics to service health and service-delivery layers

- Autonomous anomaly detection and incident creation

- Visibility of key metrics through live dashboards

- Finding nuanced problems and contextualizing insights to continuously improve operational processes
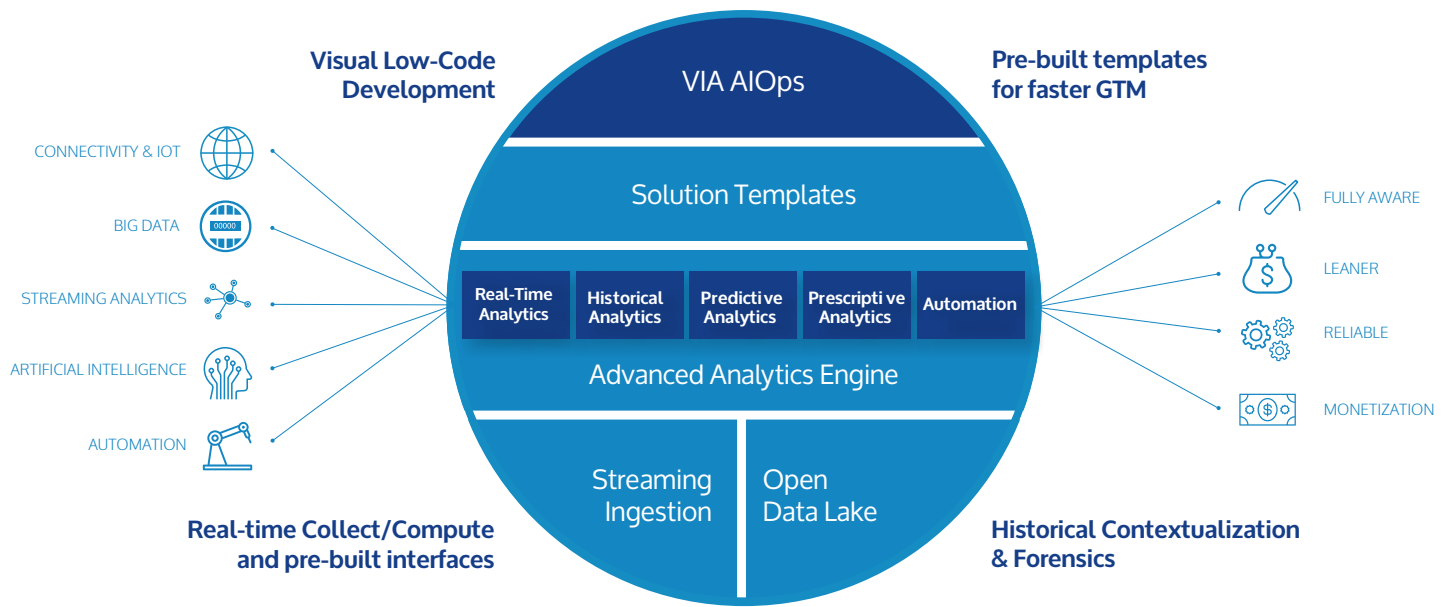
- Automation of processes

The solution templates and VIA's low code environment accelerates time to value and provides extensibility of the solution across multiple use cases.

Outcomes Achieved

By implementing VIA AIOps, this telecommunications company was able to:

- Optimize three mission critical internal systems for provisioning, quoting, and billing to accelerate time to value and improve their customers' experience.

- Monitor these internal processes in real time and take proactive action when anomalies are detected.

- Synthesize and automate manual workflows and processes reducing operational costs.

- Resulting in a reduction of missed orders by 12% and shortening the quote-to-bill cycle by an average of 3 days.

VIA AIOps Improves the Customer Experience

Visual Low-Code Development

Pre-built templates for faster GTM

CONNECTIVITY & IOT

BIG DATA

STREAMING ANALYTICS

ARTIFICIAL INTELLIGENCE

AUTOMATION

VIA AIOps

Solution Templates

Real-Time Analytics	Historical Analytics	Predictive Analytics	Prescriptive Analytics	Automation

Advanced Analytics Engine

Streaming Ingestion

Open Data Lake

FULLY AWARE

LEANER

RELIABLE

MONETIZATION

Real-time Collect/Compute and pre-built interfaces

Historical Contextualization & Forensics

Contact us today for a demonstration.

About Vitria

Move from Analyzing Data to Automating Actions. Learn how VIA AIOps enables reliable 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. Automation minimizes the number of incidents that impact service by correlating data across operational silos. Using VIA AIOps, you can offer your external customers experience assurance - know and act on problems before your customers report service interruption.

VITRIA