



CUSTOMERS WIN!
SERVICE ORIENTED AIOPS

2020 SIGNALS A NEW DECADE AND PROMISES TO BE A YEAR OF PERFECT VISION

In highly competitive environments, businesses are expanding digitized services to attract and retain customers. In reaction, there is increasing pressure on IT Operations to meet and exceed the customers' expectations for service availability and performance. All organizations are hyper-aware of how a bad service experience will push a loyal customer to a competitor.

Investments in infrastructure to enable remote workers and schoolers, the necessary adoption of telehealth and telemedicine and the emerging contactless retail are creating challenges for many organizations. For the telecommunications sector explicitly, demand for streaming and content services and the increased consumption of internet and cellular bandwidth is driving the industry to a new normal - predictable service is everything.

Fortunately, a new genre of operations tools – referred to as AIOps – are available and go beyond the monitoring of infrastructure to application performance monitoring as well. Correlation reduces noise within the silos – but services cross boundaries and require a more inclusive and holistic approach.



AIOps platforms combine big data and machine learning functionality to support all primary IT operations functions through the scalable ingestion and analysis of the ever-increasing **volume, variety and velocity of data generated by IT.**

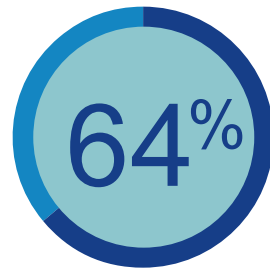
- Gartner Research



VIA is a next generation AIOps solution built to improve the customer experience – protecting revenues and decreasing operating costs. VIA AIOps relies on its analytics as a service architecture to correlate across silos and enables operations to automate remediation and prevent issues from occurring in the future.

AIOPS IMPROVES IT OPS VISION – CORRELATING WHAT HAS HAPPENED, WHAT IS HAPPENING NOW AND GIVING IT OPS INSIGHTS INTO THE FUTURE.

'Doing more with less' has never been **more true**.



Some analysts suggest that infrastructure teams are seeing on average a 64% increase in workloads.

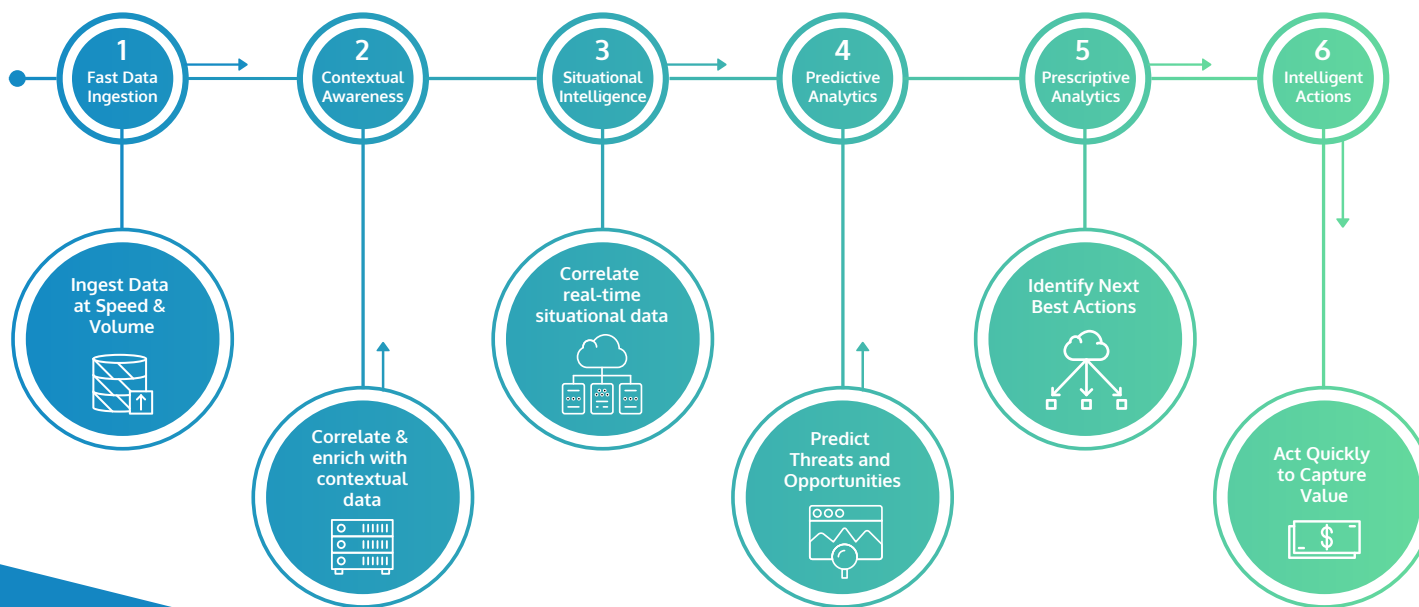
Given the talent shortage in IT and belt tightening budgets, increase in workloads is not equal to increase in staff. AI and machine learning provide a game changing alternative.

Endless alert storms limit the impact of the best operations team. VIA AIOps pinpoints related issues and helps to identify root cause issues that threaten availability and performance. AI technologies and machine learning are ideally suited for tackling these issues.

Environments are getting more complex and dynamic. Several recent studies suggest that 7 out of 10 organizations support hybrid environments: integrated on-premises and off-premises as well as workloads running in both environments without integration.

A significant advantage of VIA is the ability to ingest event data from multiple sources, from multiple vendors across the enterprise. Organizational silos, endangering optimal performance, are eliminated by cross pollinating, correlating data. VIA's data agnostic approach gives IT Ops the ability to see multiple signals indicating a single problem with greater speed and accuracy than the most experienced operator.

VIA's Data Analytics Pipeline enables closed loop automation at scale.



DATA AGGREGATION

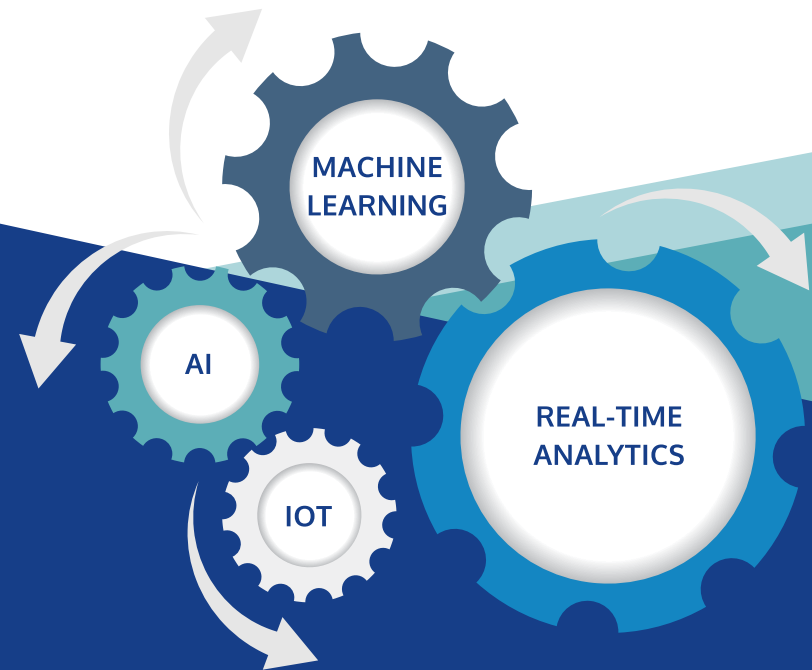
VIA AIOps ingests vendor-agnostic real-time streaming data at scale. Streaming data can be aggregated with historical structured and unstructured data. VIA prepares and normalizes the data as needed through filtering, parsing, transformation, and enrichment.

Data sources can include raw logs, time-series metrics, and asynchronous events as well as the applications. Processed data from already-deployed APM, ITOM, ITSM and EMS/NMS solutions can also be incorporated.

THE VIA AIOps ADVANTAGE

The flexibility to ingest multiple types of data sources and process this data at scale in real time enables operations to leverage exploding volumes of disparate data and enable effective automation.

Companies who understand how to harness the power of these technologies are enabling operational process shifts that significantly improve customer experience.



ADVANCED ANALYTICS


Supporting historical, predictive and prescriptive analytics and analyzing real-time streaming data in real time, the platform correlates signals into meaningful incidents or events that provide contextual awareness and situational intelligence.


VIA delivers the analytic capabilities needed to support multi-layer correlation and resolution from the infrastructure to the application and service layer. These analytic capabilities enable IT Operations to benefit from real-time visibility across data silos and the agile delivery of advanced anomaly detection.

THE VIA AIOps ADVANTAGE

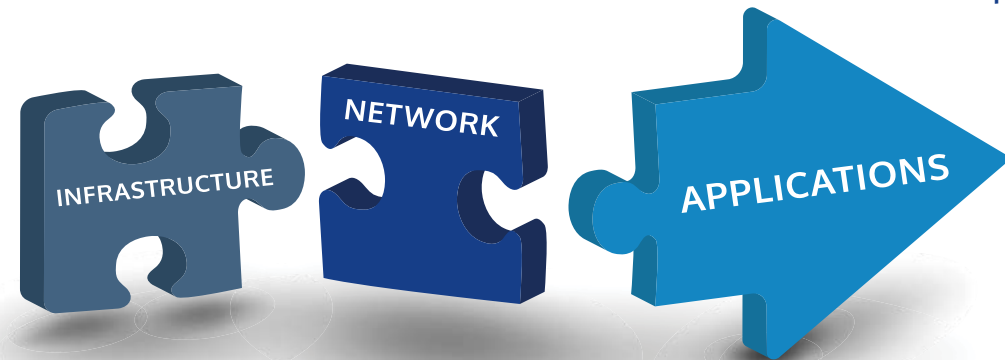
Real-time operational visibility of end-to-end processes reveals what to do to isolate problems faster and prevent the problems most likely to impact service and the customers' experience.

 Faster identification of root cause.

 Shorter resolution times.

 Improved staff productivity.

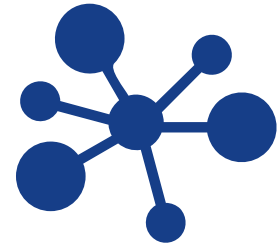
 New insights that can improve overall service delivery and customer experience.



CLOSED LOOP AUTOMATION

Automated processes enabled by a library of machine-learning algorithms and rules processing reduce the need for human intervention. The VIA AIOps application platform notifies the proper fix agents of an incident, supports automation of remediation, and orchestrates corrective closed-loop actions.

Closed loop automation combined with advanced analytics delivers more effective predictive maintenance and asset life extension and accelerates response and resolution to improve service availability.



THE VIA AIOps ADVANTAGE

Quantifiable results in operation efficiency and effectiveness improvements result in lower operational cost.

EXPLANATORY AI

Adopting an AIOps application can be challenging for Operations. VIA solves the “algorithm dilemma” by providing explanatory AI - a highly visual way for operations to see and understand the results of analytics – in real time, run time.

With VIA you see the results of analytics in plain language and understand how action was determined and why an action is prescribed for remediation.

VIA AIOps can be deployed from the cloud, on premise or in a hybrid operating environment. VIA provides total ecosystem observability – integrating easily with monitoring systems in the environment and your designated system of action.

THE VIA AIOps ADVANTAGE

VIA’s explanatory AI decreases the time to value and increases confidence in VIA’s machine- based analytics.

AI IS A BREAKTHROUGH TECHNOLOGY THAT GETS BETTER OVER TIME AS IT "LEARNS". THESE ARE THREE WAYS THAT AUGMENTED INTELLIGENCE AND MACHINE LEARNING CAN IMPACT IT OPS:

**NOISE
REDUCTION**

VIA quickly and automatically correlates related signals into fewer alerts and incidents, reducing alert noise.

**PREDICTING
OUTAGES,
DISRUPTIONS
AND PROBLEMS**

VIA is able to predict conditions that will impact the customer experience. VIA eliminates problems encountered during onboarding, bringing new services online or isolating problems that occur during normal maintenance or change.

**IMPROVE
PRESCRIPTION**

Machine learning accumulates "knowledge" of what works and what doesn't at speeds and memory greater than humans.

ML HELPS HUMANS DETECT PROBLEMS AS THEY START TO DEVELOP, BEFORE THEY SNOWBALL INTO CRIPPLING OUTAGES AND DISRUPTIONS.

ACHIEVE SINGLE VIEW OF THE CUSTOMER ACROSS ALL SYSTEMS/ INTERDOMAIN

BRING AIOps INTO YOUR ORGANIZATION WITH VIA BY VITRIA!

With VIA, IT Operations benefits from real time visibility across data silos.

VIA enables advanced anomaly detection, incident lifecycle automation, change management and dynamic failure prediction.

We bring the POWER OF AI AND ML to IT Operations giving you the knowledge you need for agile response to the exploding volume of disparate data. Analytics enables automation – the key to productivity and effective IT Operations.

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.