



DESTINATION: **AIOps**

20/20 PERFECT VISION

Finding talent with required skills continues to challenge organizations. New and more complex technology burdens IT Ops organizations already stretched thin. Customer experience continues to play a predominant role in business strategy and a positive experience requires extreme availability and performance of an 'always on' culture.

20/20 is the short description for *perfect vision*. If we are lucky enough to be born with perfect vision, time and screen time eventually requires vision correction. **AIOps is vision correction for IT Operations** – the application of artificial intelligence and machine learning to the complicated challenges of IT Operations.

Regardless of where you start your journey - AIOps is a desirable destination for your future.

PRESCRIPTION FOR VISION CORRECTION: AIOps

IT transformation is critical to businesses that will compete and thrive in the digital age. Despite the obvious strategic advantage that IT can provide, in some companies it is still viewed as a cost center.

AIOps PROVIDES THREE ADVANTAGES TO TRANSFORMING ORGANIZATIONS:

1

FIRST, AIOps is dynamic – providing up to the minute data visibility across the IT operations estate. Integration of on premises and off premises infrastructure or workloads running in containers or native to cloud, VIA AIOps provides insight, in real time, to what is happening across the business at the same level of staffing.

2

SECOND, VIA AIOps enables IT to proactively identify service issues, often providing closed loop automation to prevent service disruptions.

3

THIRD, VIA AIOps enables IT to use precious budget dollars on what the business needs when it needs it. VIA AIOps provides IT with insights into processes that need updates rather than technology that needs replacing. Predictive maintenance on core infrastructure can prevent costly replacements in the future.

There are twists and turns in the road ahead for the modern digital business. Achieving AIOps requires a map, a plan. Pay attention to the IT roadblocks and hazards – and understand how AIOps enables IT to avoid the hazards and accelerate the journey.

MORE DATA FROM MORE PLACES

There's a landslide ahead! Enterprises are increasing the number of tools they use to monitor the evolving IT landscape. Domain centric tools provide deep insights and increase the amount of data. However, the lack of a cross domain view is required to reduce noise and inform the analysis and action to remediate. Besides impeding IT, operational silos ultimately limit business velocity.

VIA AIOps provides for cross domain data collection improving mean time to repair (MTTR) and ultimately the customer experience.

Spending an estimated 4+ hours on each and every incident puts a drain on human resources. Inevitable finger pointing occurs as IT team members struggle to manually correlate data. AI and ML minimize the number of data points and make IT resources more productive.

- Collect data from disparate IT entities and siloed systems
- Correlate data from different sources
- Configurable templates simplify dashboards to simplify understanding and value realization

Data Sources include:

- Rawlogs
- Time series metrics
- Asynchronous events
- Data from deployed APM, ITIM, ITSM and EMS/NMS solutions

SEEING THE ROAD AHEAD

We've all driven on a mountain road on a foggy, moonless night. We go slower because we can't see what lies ahead.

VIA AIOps PROVIDES RELIABLE VISUALIZATION.

Visualization enables IT operations to quickly pinpoint issues and may even provide prescriptive and corrective actions. Visualization makes data more actionable. Taking action is critical to correction.

MACHINE LEARNING IMPROVES ON VISUALIZATION.

Machine learning provides insight into recurring patterns and informs predictions of likely events. VIA AIOps uses supervised and unsupervised machine learning to determine the pattern of events in a time series. VIA also detects anomalies from expected behavior and thresholds. Having the ability to predict outages and performance issues before they impact customers and the business is a win.

AIOps applications combine the power of discovery, correlation, and machine learning to provide meaningful insights to IT operations teams. This capability improves productivity and reduces operational cost.

WHAT'S YOUR ETA?

ETA- estimated time of arrival – is an important metric but sometimes stresses a fatigued driver into making mistakes or taking unnecessary risks. For digital businesses, time is a critical metric. Customers often have unprecedented requirements for 'on time arrival' of application tasks like queries and other transactions.

AIOps ENABLES MORE RELIABLE DELIVERY OF TIME SENSITIVE BUSINESS PROCESSES WITHOUT INCREASING RISK.

AI and machine learning enables IT to be more productive and less stressed. AIOps enables humans to perform day-to-day IT Operational tasks faster. Tasks like troubleshooting, capacity management and planning, migrations, and auditing and compliance are handled with less human intervention.

Consider the benefits of rapid root cause analysis, capacity management and infrastructure planning on IT operations:

- VIA AIOps is known to reduce MTTR from hours to minutes.
- Organizations using VIA enjoy optimized infrastructure resource planning and workload management.
- Positive impact on user satisfaction – expected application response time is achieved and time to new service (TTNS) is dramatically improved.
- Faster value realization from new business initiatives.
- Reliable achievement of business continuity goals.

AVOID WRONG TURNS - RECOGNIZE THE IMPORTANCE OF ANALYZING THE DATA.

VIA enables **real-time and historical, predictive and prescriptive analytics**. Businesses act faster and smarter when analytics provides contextual awareness and situational intelligence.

VIA AIOps SIMPLIFIES THE COMPLEX USING ANALYTICS.

- **Causal Analysis & Alarm Noise Reduction:** Correlates signals from a variety of sources across your IT landscape to identify root cause while eliminating distracting noise.
- **Change Management Awareness:** Auto-detection of change management events, such as element configuration updates (commits), firmware updates and provisioning changes, allows VIA to correlate directly to service health. No human intervention required, eliminating the reliance on explicit tickets.
- **Auto-configuration of Incidents:** VIA automatically monitors, configures and tune hundreds of thousands – even millions – of incident settings based on metric behavior, impact and hierarchy.
- **Predictive and prescriptive analytics**

VIA's machine learning models, "trained" on structured and unstructured data, ensure that predictions and indicators are reliable, eliminating false positives, symptomatic (noncausal) indicators and duplicates.

PREPARE FOR WHERE YOU ARE GOING BY KNOWING WHERE YOU'VE COME FROM.

There is a lot to be learned from historical analysis:

- KPIs and baselines
- Auto-regression and time-series analysis
- Pattern detection and trend analysis

EXPLORE THE OPEN ROAD WITH VIA AIOps

VIA accelerates IT Operations Productivity and reduces the frequency and severity of incidents that impact the business.

VIA AIOps is a low code, scalable, flexible and configurable analytics solution providing IT Operations the ability to:

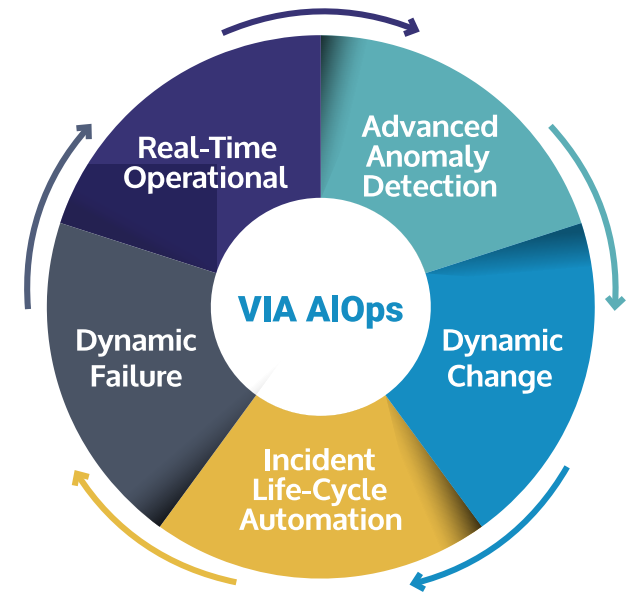
- Easily handle streaming or batch data from disparate devices.
- Deploy machine learning and augmented intelligence using VIA's drag and drop libraries.
- Discover insights using VIA's real time dashboards and custom reports.
- Automate processes and workflows like anomaly detection, incident lifecycle automation, dynamic change management, dynamic failure prediction.

WHAT CAN YOU EXPECT WHEN YOU ARRIVE

VIA AIOps invokes automated actions and minimizes the need for error prone human intervention by invoking a library of machine learning algorithms and rules. VIA provides human guided automation - configurable, fast start templates enable your operations team to achieve the right level of automation for each use case.

VIA AIOps features:

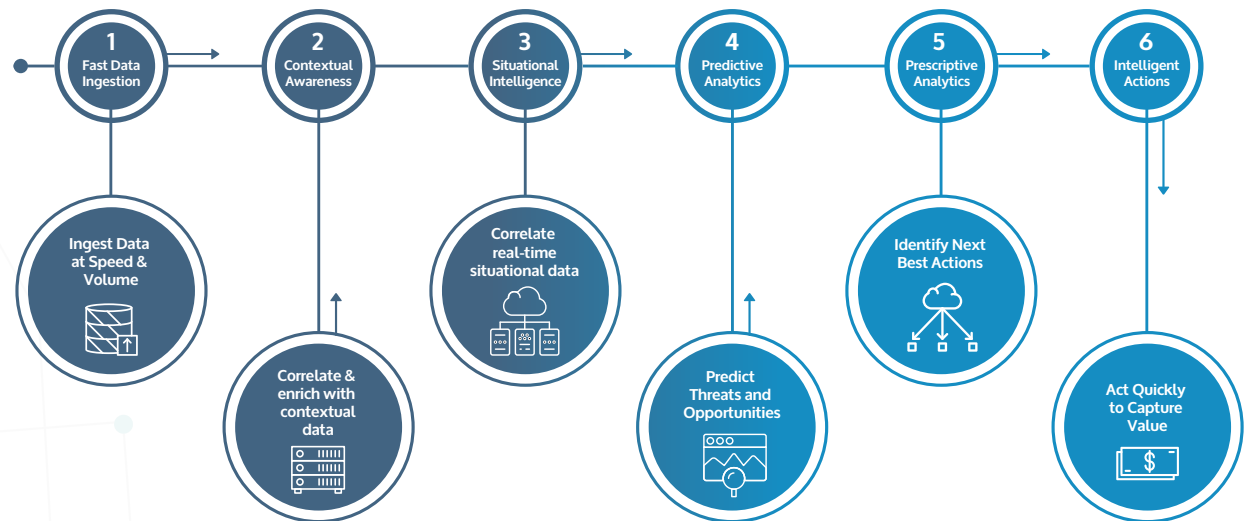
- New algorithms for key symptom and root cause analysis featuring 'what if' analysis for actions and automations
- Machine learned incident configuration and tuning
- Ability to PREDICT problems enabling you to ACT smarter and faster



VIA AIOps ADVANTAGES

- Real time operational visibility of end-to-end processes
- Proactive problem prevention through predictive analytics, machine learning and artificial intelligence
- Automatic restorative response where feasible and rapid intervention using notification where automation is not yet feasible
- Automated closed loop actions

ACCELERATE YOUR ANALYTICS PIPELINE



WITH VITRIA AS A PARTNER, YOU HAVE SAFE PASSAGE TO YOUR AIOps DESTINATION.

Implementing VIA AIOps increases efficiency, lowers cost, and most importantly improves the customer experience through higher availability and better performing applications and infrastructure. Unlike application performance monitoring tools or other AIOps application, VIA excels at handling multiple types and sources of data (signal) at scale and in real-time time.

ABOUT US

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.



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