

Operationalizing AIOps at Massive Scale

Randy Burke, Telco executive with Charter, Comcast, and ATT and Dale Skeen, CTO, co-founder of Vitria Technology discuss operationalizing AIOps at massive scale and how Vitria VIA AIOps differentiates itself in the AIOps space. Charlotte Patrick, telecom industry analyst and thought leader moderated the interview session.



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“Don’t go down the AI/ML journey if you don’t want to be transformative.”

Randy Burke, Telco executive with Charter, Comcast, and ATT

IMPORTANCE OF AI/ML IN TELCOS

To understand performance within a Telco’s inherent complexity, one must have an AI/ML platform. Supporting these services encompasses the last mile, metro and backbone networks, applications, native cloud, and public cloud with hundreds of touchpoints across the ecosystem. To understand service performance and causation an AI/ML platform must be layered on top of this complexity.

INHIBITORS TO AI/ML IMPLEMENTATION

According to Randy Burke, these are the three areas inhibiting AI/ML implementation: a technology not ready mentality, a domain approach, and the too long to deliver belief.

Technology not ready: The growing belief is that the technology is ready now.

Domain-based approach: Trying to implement a platform to drive transformation on a specific domain is too narrow of an approach. Find a champion with credibility across domains and ensure visibility to all IT leaders.

Too long to deliver: To disprove this, run a trial with real live streaming data and demonstrate that it works and can be integrated within 30 days.

RESULTS ACHIEVED ON AI/ML PLATFORMS

According to Randy Burke results being achieved on an AI/ML platform include:

- Ability to detect and correct or trigger an automated response before the customer realizes pain
- Getting outbound messaging in front of care agents, in front of the engineers, and in front of customers before they realize they even have an impact
- Reducing restoration time by 50%
- Achieving a 75% reduction in escape defects
- Delivering innovation faster by understanding customer value through rapid soaks and more quickly deploying change across the base

IS THE TIME FRAME TO REALIZE VALUE INCREMENTAL OR TRANSFORMATIVE?

Randy believes that you shouldn't go down the journey of AI/ML unless you want to be transformative. He recommends picking a specific service to start with first and then focus on causation elements and layer in federated workflows such as triggering the messaging back into the care agents and automation. Randy claims you should realize quantifiable, measurable customer impacting results every 30 days as you layer in additional systems, services, platform, components.

KEY REQUIREMENTS WHEN CHOOSING A PRODUCT AND VENDOR

Ultimately Randy advises you prove the platform doing a live trial, using real data, handling the integrations, and measuring the outcomes in a 30-day window pitting multiple platforms against each other. The other must haves for the platform he mentioned include:

- Ability to easily ingest different data sets and data types in real time and handle data anomalies
- Cost effectively scaling
- Support for both on-prem and off-prem cloud implementation
- Federating with your systems including the ability to tap directly in and integrate into your workflow systems, scheduled maintenance systems, and customer care systems
- Logical security
- Core AI/ML based platform to grow on

From a vendor perspective, Randy indicated the following requirements: the ability to meet schedule requirements, deliver feature functionality, have strong financial investment going

forward, have a relentless pursuit of the end user customer, and be outcome focused.

WHY VITRIA?

Asked why he choose Vitria VIA AIOps. He states, "Going back to the checklist, for the platform, VIA AIOps checks all the boxes. From the vendor perspective, my perspective is Vitria is a great partner. On cost, on feature, strong financial investment going forward, and a relentless pursuit of customer."

DIFFERENCES BETWEEN OBSERVABILITY AND AIOPS

An AIOps system looks across the ecosystem and you gain both observability and AI/ML. Randy's advice is to: "Go after AI/ML platform, get observability, intelligent action, and detect anomalous behavior across domains. With even a great observability system, you don't get all the benefits of an AIOps system. But, with a good AIOps system, you get all the benefits of observability."

IS VITRIA FOR SMALLER CLIENTS AND SIMPLE USE CASES LIKE OBSERVABILITY?

Dale Skeen, CTO of Vitria reports that the VIA AIOps system was built to scale up and scale down with an elastic architecture that's efficient and cost effective. The advantage of VIA AIOps for observability is that you can not only see what the problem is, you can then deliver the insight to be able to act properly on what's happening. "With AIOps you not only see the problems, but you also gain the advantage of AIOps insights. You get AI-based correlation, causality, and the likely fix in addition to observability in an AIOps platform. And you don't get that in an observability platform" stated Dale Skeen.

ABOUT VIA AIOPS

VIA AI powers VIA AIOps to deliver the process automation capabilities required to transform operations and dramatically lower cost. VIA delivers intelligent automation from a powerful platform that combines AI, analytics, and machine learning in real time. VIA provides Telcos with a modern operating model that enables a superior customer experience and supports a leaner, more efficient, and effective operations staff.

