# VIA AI
# VIA AI
# Media Kit

Empowering AI with Knowledge for an Autonomous Future

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# About Vitria AI

Vitira is a privately held software development company with over 20+ years of experience in model-driven compute environments, process automation, complex event processing, and big data analytics.

## Operating Locations:

US, China, UK, Spain, Japan, with franchises in Latin America, Malaysia, and Korea.

## Patents:

Patented technologies in Streaming Analytics, Business Process Management, and Publish-Subscribe Communication

## Market Expertise

- AIOps for Business Value – quantifiable improvements in revenue and profitability.
- AIOps for Flawless Agility – correlating problems, issues, and change across millions of endpoints.
- AIOps for Digital Experience Management – prioritizing issues impacting real-time experience.
- AIOps for Customer Experience – quantifiable improvements in retention and NPS.
- Supporting petabytes of data across billions of unique values in the most complex environments.
- Interconnected with leading ITSM, APM, NPM, and ITOM vendors.

# About Vitria AI

**VIA AIOps** in the name of the application developed by Vitria. VIA AIOps should always be used when referencing this application. It can be shortened to VIA when and where VIA is understood to be an AIOps application.

**VIA AIOps**, powered by VIA AI, delivers all the capabilities needed to journey from observability to intelligent automation access service layers. Through process automation and intelligent automation in the event monitoring and intelligent automation across service layers. Through process automation and intelligent automation in the event monitoring and incident management process, VIA AIOps has been proven to:

- Detect problems before customer impact or impaired service performance,
- Reduce time to restore service by 50%
- Deliver 20% efficacy improvements year over year.

# About Vitria AI

**2016 - 2019**

VIA AIOps is an application featuring closed loop automation across all layers of the service delivery infrastructure – optimizing operational effectiveness while improving the customer experience.

VIA ingests streaming, real time data and the low code toolkit gathers and correlates new data sources on demand. The pluggable analytics framework accommodates all types of data enabling BYO algorithms.

**2020**

The Company introduces VIA AIOps, an advanced analytics application aimed at improving the customer service experience. VIA AIOps is the result of applying next generation AI to a new understanding of what it takes to move the customer service experience to the next level. Enterprises offering digitized services to large numbers of external customers benefit from laser focused analysis and fully automated prescriptions for remediation.

**VIA AIOps**

# Industries & Use Cases

## Industries Include:

### Telecommunications

Maintain uptime and improve customer experience.

Media and streaming: optimize performance across global content delivery networks

### Healthcare

Secure mission-critical operations and reduce downtime.

### Financial Services

Ensure system reliability and regulatory compliance.

## Our Use Cases:

Preventing service degradation before customer impact.

Automating complex issue resolution in hybrid cloud environments

Reducing Mean Time to Restore (MTTR) through intelligent incident triage.

Delivering business resilience through proactive monitoring.

# VIA Ai Metrics

These measurable outcomes demonstrate Vitria's ability to help enterprises operate faster, smarter, and more autonomously.

**75%**
reduction in maintenace escape defects

**50%**
reduction in restoration time

**50%**
reduction in ServiceNow or Remedy tickets in the first year.

**20%**
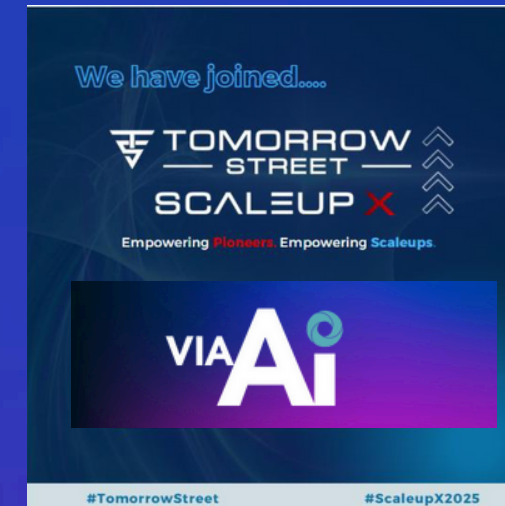Improvement year over year on overall efficacy with implementation achieved

# Recent News

## Highlights of last 12 months - click to view

**Vitria / FutureNet World Telco Focus Webinar Series: Knowledge-Driven AI Accelerates Autonomous Network...**

/PRNewswire/ -- In a move away from opaque, untrustworthy "black box" AI, a knowledge-driven approach is proving critical for telecommunications companies...

Cision  PR  Newswire / Nov 5

**Published:**
November 5th, 2025

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**Unlocking Autonomous Networks: The Power of Knowledge-Driven AI to deliver Level 4**

Unlocking Autonomous Networks: The Power of Knowledge-Driven AI to deliver Level 4 Watch on demand. Recorded 23rd October Knowledge-driven AI is enabling the journey toward autonomous networks for man...

FutureNet  World

**Published:**
October 28th, 2025

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**Published:**
October 20th, 2025

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**Unlocking Autonomous Networks: The Power of Knowledge-Driven AI to deliver Level 4**

In this podcast, Dale Skeen, Chief Technology Officer and Co-Founder of Vitria Technology, speaks with FutureNet World Founder & CEO, Giles Cummings. Discussion points: What is knowledge-driven AI, and how...

FutureNet  World / Sep  16

**Published:**
September 17th, 2025

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**Vitria Revolutionizes Financial Services IT with Autonomous AI Operations**

/PRNewswire/ -- Vitria, a leader in AI operations, is transforming how financial services firms manage their complex IT environments. With the escalating scale...

Cision  PR  Newswire / Aug  21
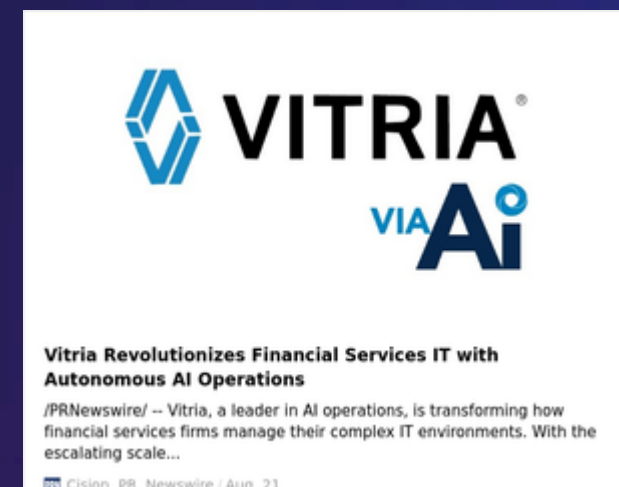
**Published:**
August 21st, 2025

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Watch video on YouTube
Error 153
Video player configuration error
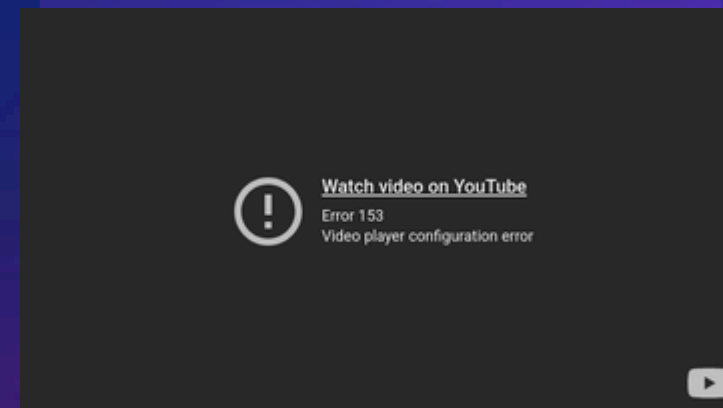
**Published:**
April 18th, 2025

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**Vitria Unveils VIA AI with Knowledge™ at FutureNet World 2025**

/PRNewswire/ -- Vitria a leading innovator in AIOps market sector today announced the launch of its groundbreaking VIA AI at FutureNet World 2025 taking place...

Cision  PR  Newswire / Apr  16
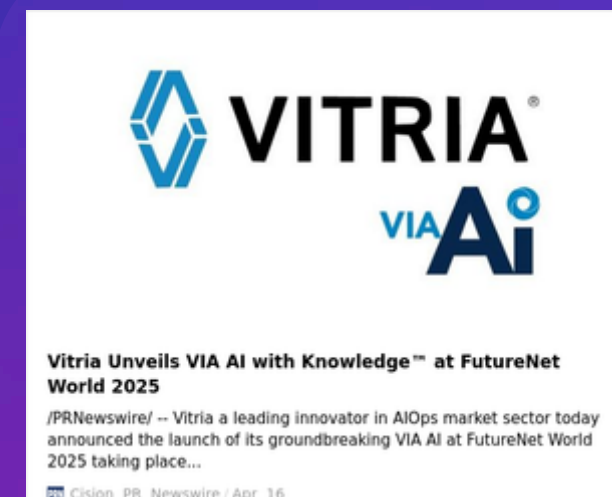
**Published:**
April 16th, 2025

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**The journey to a self-healing network – agents, knowledge and complexity**

This webinar discusses where telcos are today, their first steps towards an intelligence architecture and how they can overcome some of the significant challenges that await them in their journey towards the self-...

STL  Partners
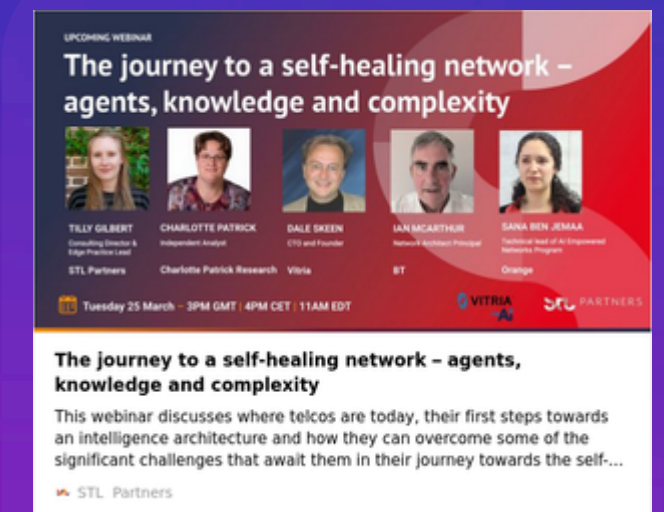
**Published:**
March 26th, 2025

# VIA Ai Recent News

Highlights of last 12 months - click to view



**Published:**
March 25th, 2025



**Published:**
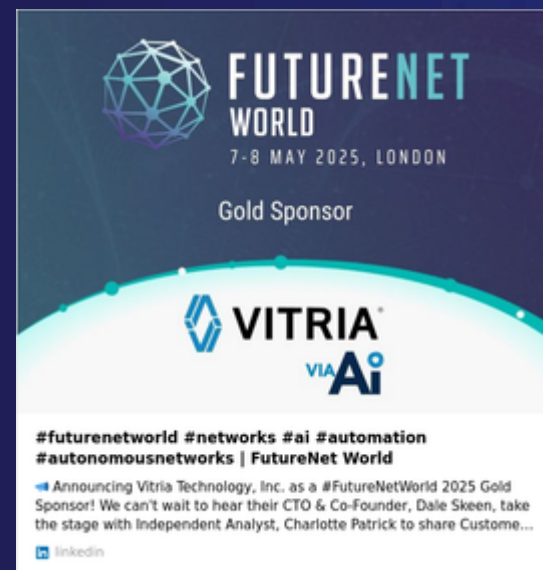February 18th, 2025



**Published:**
November 12th, 2025

# Awards and Recognition

## ANALYST RECOGNITION

### Gartner Recognition

Gartner congratulates Vitria AI on inclusion in the Market Guide for Event Intelligence Solutions. I&O leaders should use this research to separate the hype of AIOps from the achievable value of optimized operations, reduced toil, and improved performance and availability.

## PARTNERSHIPS

### Vitria Joins Tomorrow Street Scale Up

Vitria Technology is pleased to join Tomorrow Street's Scaleup X 2025 program – designed to connect next generation of strategic suppliers enabling new customer propositions and accelerating digital transformation.

## AWARDS

### FutureNet World Award Finalist

VIA improves customer satisfaction by leveraging intelligent automation to reduce downtime, improve reliability, and empower support teams with the knowledge required to more accurately resolve issues faster.

## COMPANY NEWS

### September 2025 Insights Newlsetter

From predicting failures before they happen to enabling self-healing systems, the edition highlights blogs and podcasts featuring CTO Dale Skeen.

# Proof Points and Endorsements

## Proactive Incident Resolution & Operational Excellence
### Detect and correct before customer felt pain

- **Proactive Detection:** 85% of all service impacts are detected and resolved before the first customer call
- **Outbound Communication:** 95% of impacts are addressed with outbound messaging before a customer needs to reach out.

A leading telecommunications provider achieved a double-digit improvement in their Net Promoter Score (NPS) and saved millions in operating costs by transforming incident management across their network, software applications, and infrastructure using the VIA platform.

## Accelerate Innovation

- **Faster Deployment**: 50% reduction in time required to deploy new customer-facing services.

A customer generating over $10 billion in revenue, managing 40,000 core routers and thousands of Network Operations Center (NOC) users, accelerated a nationwide 5G network roll-out by implementing VIA AIOps™ in a public cloud. VIA AIOps™ was live in production in just 60 days.

# Proof Points and Endorsements

## Significantly Decrease Customer Pain

- **Defect Reduction:** >75% reduction in escaped defects resulting from maintenance.
- **·Faster Restoration:** >50% reduction in Mean Time to Restore (MTTR).

A major North American operator slashed the MTTR for hard-to-resolve service degradation issues by 80%, while also lowering the overall service outage MTTR by 40%.

A content streaming service leveraged VIA to reduce failure rates by 28%. This implementation led to an annual reduction of 11 million failures, decreased daily call volume by 700, and avoided the need to hire 20 additional full-time staff, saving $2.3 million per year. Happier customers resulted in improved NPS and reduced churn.

# VIA Ai  Proof Points and Endorsements

## Key Successes Include

- **For a $40 billion revenue tier-one customer:**
  - A 65% reduction in incidents.
  - Production deployment in 90 days, with value realization within 30 days.
  - Management of 3,000 metrics and 2,000 fault streams via a hybrid deployment.

- **For a network service provider:**
  - A 60% improvement in service availability.
  - A 50% reduction in staffing requirements, which helped avoid a price increase and improved their competitive position.

- **For a large broadband service provider (over $100 billion revenue, 30 million subscribers):**
  - Production deployment in a private cloud within 90 days.
  - Proactive identification of service impacts on subscriber experience.
  - Elimination of nearly 250,000 technician dispatches in the first year of deployment, saving substantial costs.

These examples illustrate how VIA AIOps™ enables proactive management and significant cost avoidance through enhanced efficiency and service availability.

# Leadership Team

**Dr. JoMei Chang Co-Founder & CEO**
A former Bell Labs researcher and co-founder of TIBCO, Dr. Chang's groundbreaking work in real-time computing continues to shape how enterprises harness AI for digital transformation.

**Finbarr Travers, VP Customer Solutions**
With over 25 years in telecommunications and IT, Travers leads Customer Solutions helping enterprises harness AIOps and to achieve autonomous network operations.

**Dale Skeen, Co-Founder & CTO**
A pioneer in distributed computing and real-time analytics, Dale leads Vitria's mission to bring intelligence and autonomy to enterprise operations.

# VIA Ai Logo Usage

**Placement:**
The white Vitria logo should only be placed on navy. The blue version of the logo should only be placed on a white or grey background color.

**Clearance & Minimum Size:**
Always leave a minimum clearance space around the logo of at least the height of the "A" represented in the logo.
The primary logo must never be smaller than .75" wide. Usage needs less than .75 "should employ the secondary, landscape logo.

# Logo SVGs

# Logo SVGs

# Color Palette

Color Palette is representative of the contemporary tech scene. Grey Blue is the most prominently used in the VIA brand.

CMYK: Print color formula
RGB: Digital color formula
HEX: Web color formula

**GREY BLUE**

CMYK: C75 M54 Y34 K10
RGM: R83 G104 B128
HEX: 536880

**MINT**

CMYK: C62 M16 Y28 K0
RGB: R116 G170 B170
HEX: 7aab3

**VITRIA YELLOW**

CMYK: C11 M29 Y84 K0
RGB: R19 G181 B92
HEX: 28407f

**NAVY**

CMYK: C100 M86 Y18 K5
RGB: R40 G64 B127
HEX: 28407F

**LT BLUE**

CMYK: C82 M40 Y5 K0
RGB: R61 G129 B185
HEX: 3d81b9

**VITRIA GREY**

CMYK: C10 M8 Y8 K0
RGB: R225 G225 B225
HEX: elelel

**VITRIA PURPLE**

CMYK: C68 M82 Y0 K0
RGB: R166 G58 B202
HEX: 74ACA

**VITRIA GREEN**

CMYK: C47 M4 Y80 K0
RGB: R146 G139 B99
HEX: 92c162

**VITRIA Pink**

CMYK: C30 M89 Y0 K0
RGB: R179 G65 B152
HEX: b34198

# VIA Ai High Resolution Photos



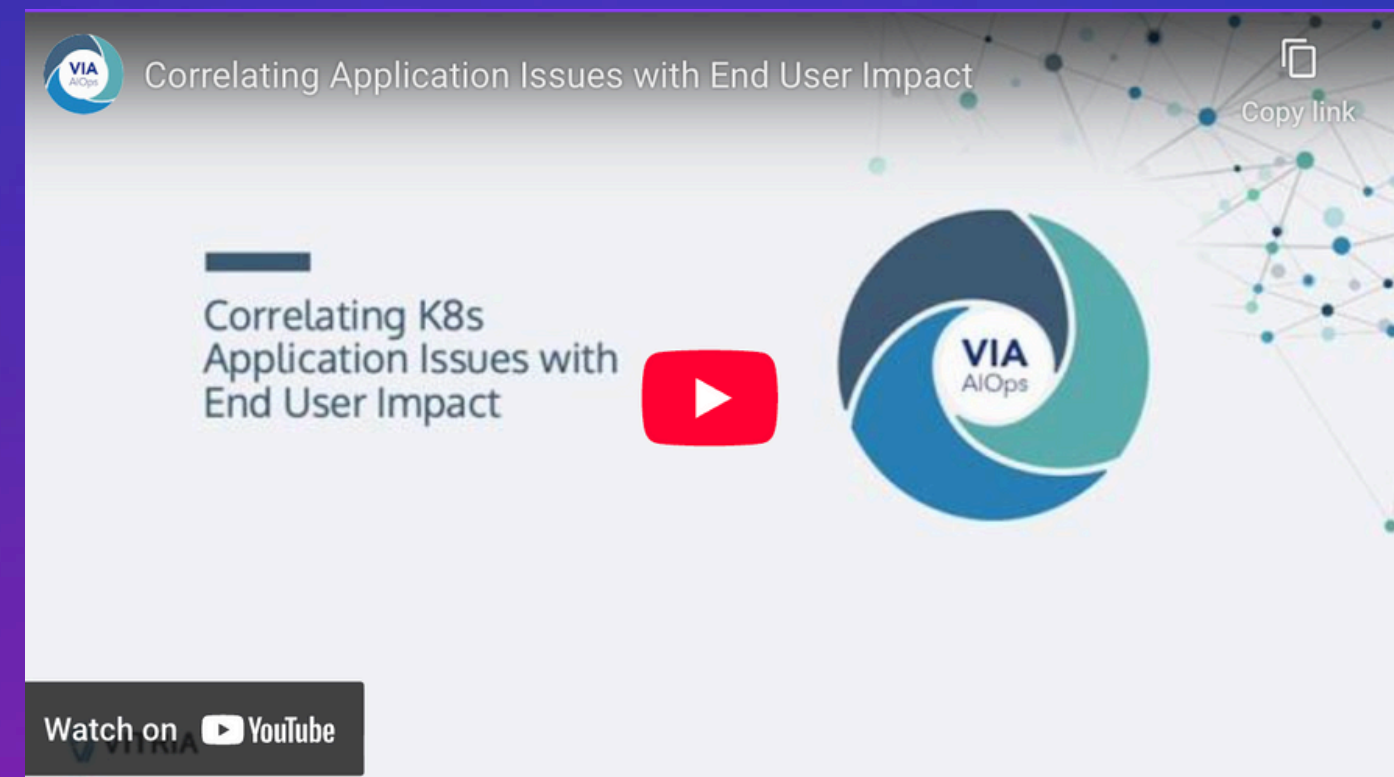Dale Skeen, Co-Founder & CTO



TomorrowStreet Event, Luxembourg
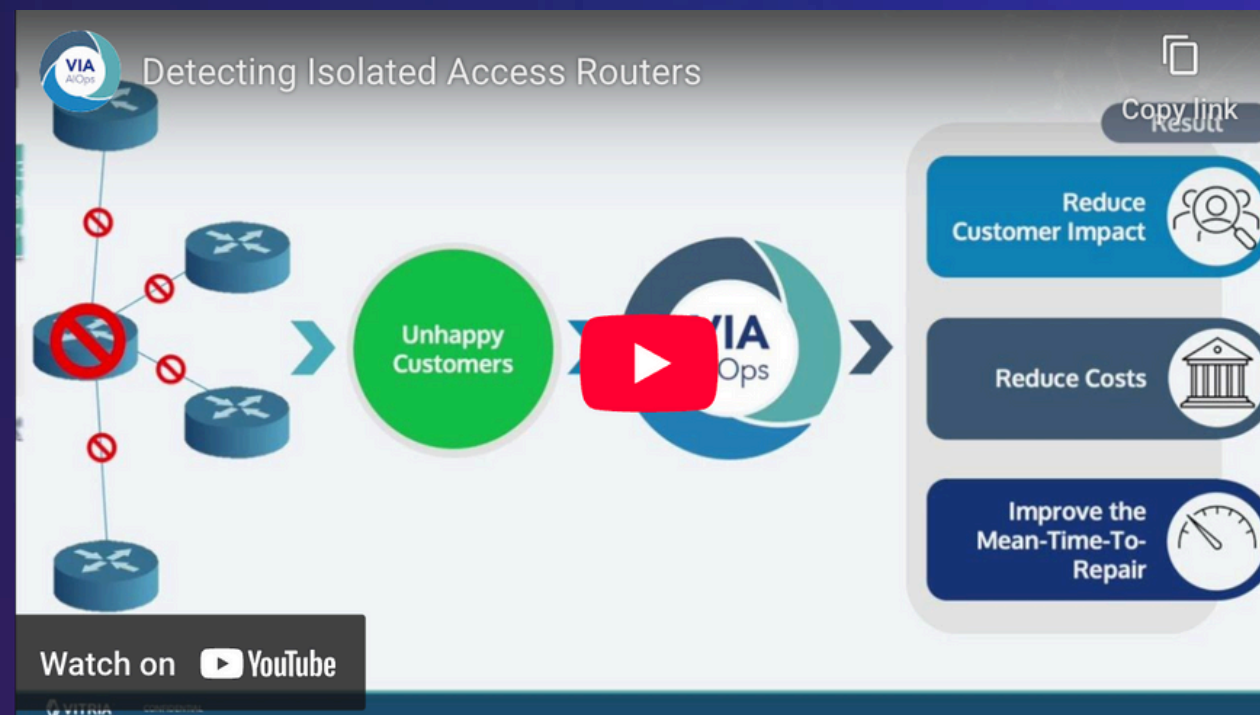
# VIA Ai High Resolution Videos
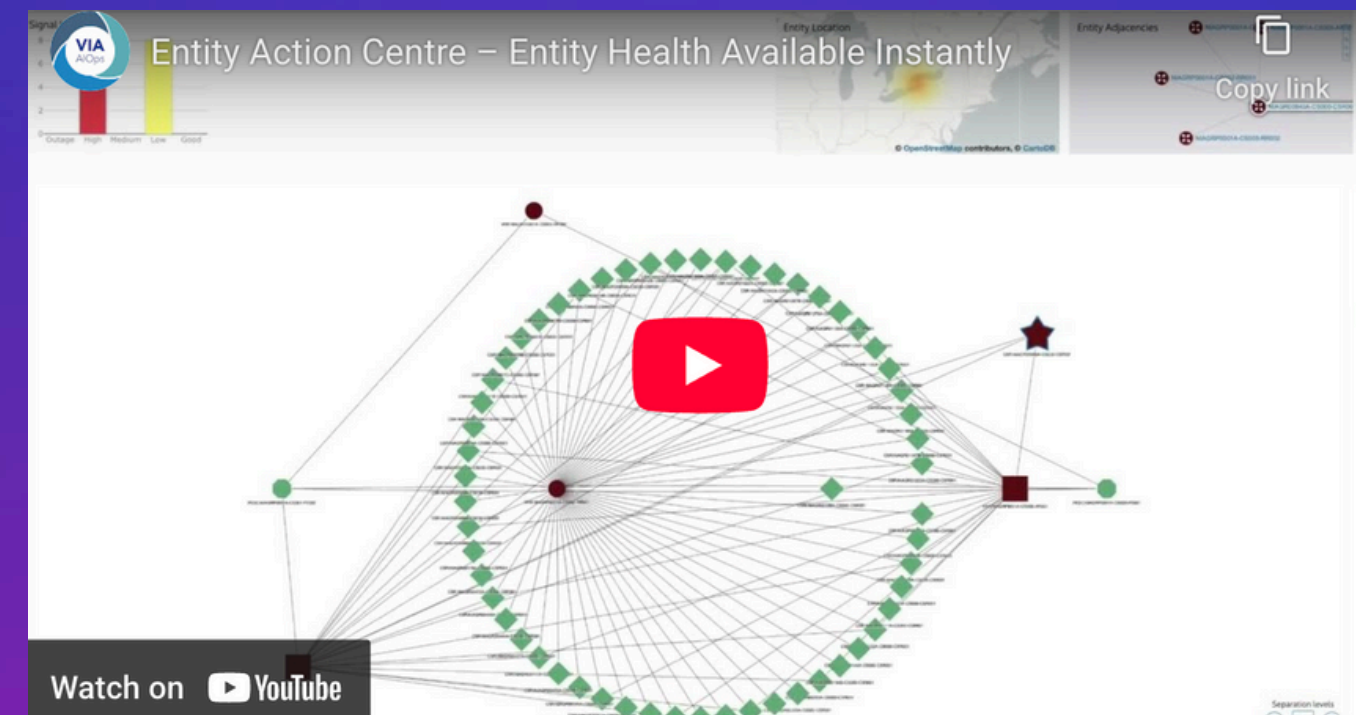


**High Level Value Proposition**



**Correlating Application Issues with End User Impact**
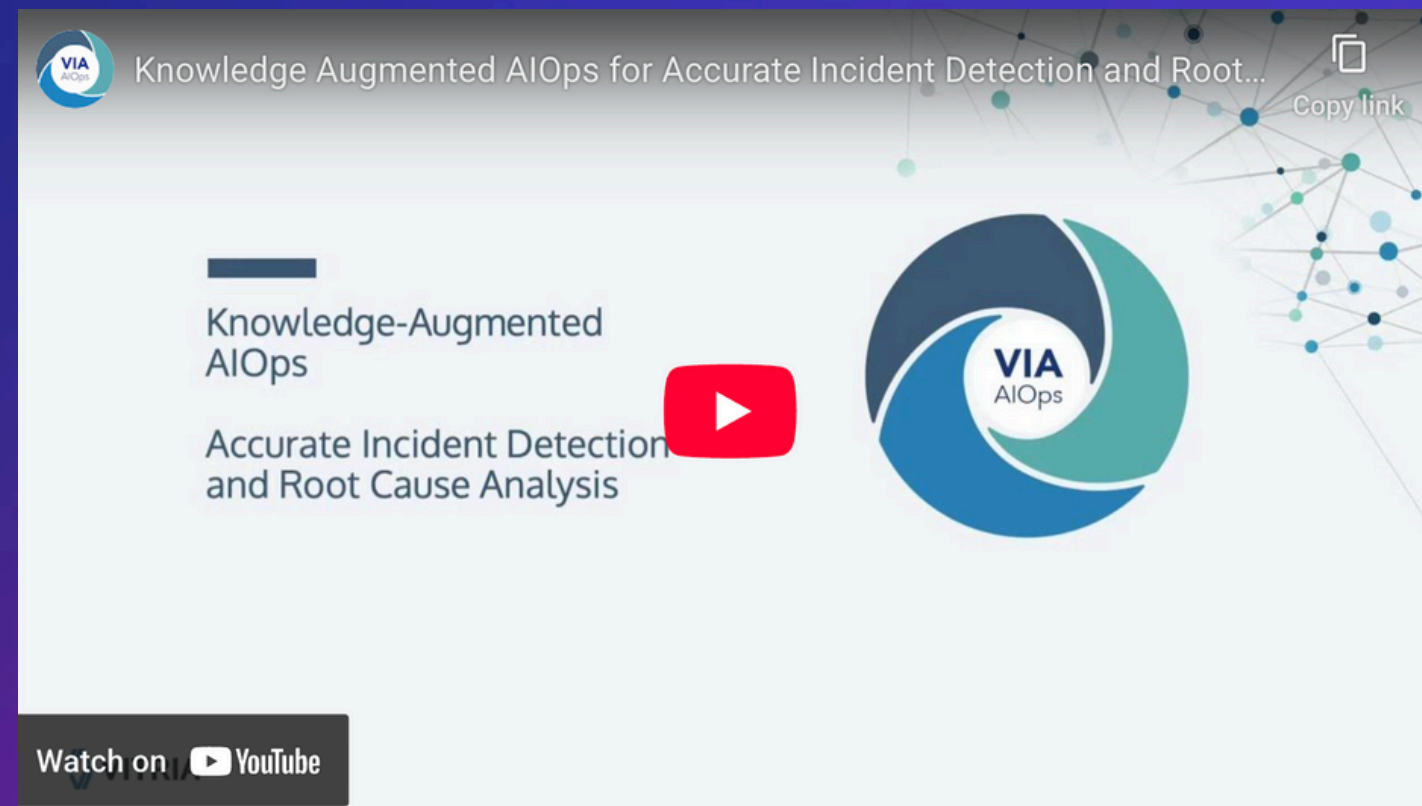
# VIA Ai High Resolution Videos

**Detecting Isloated Access Routers**

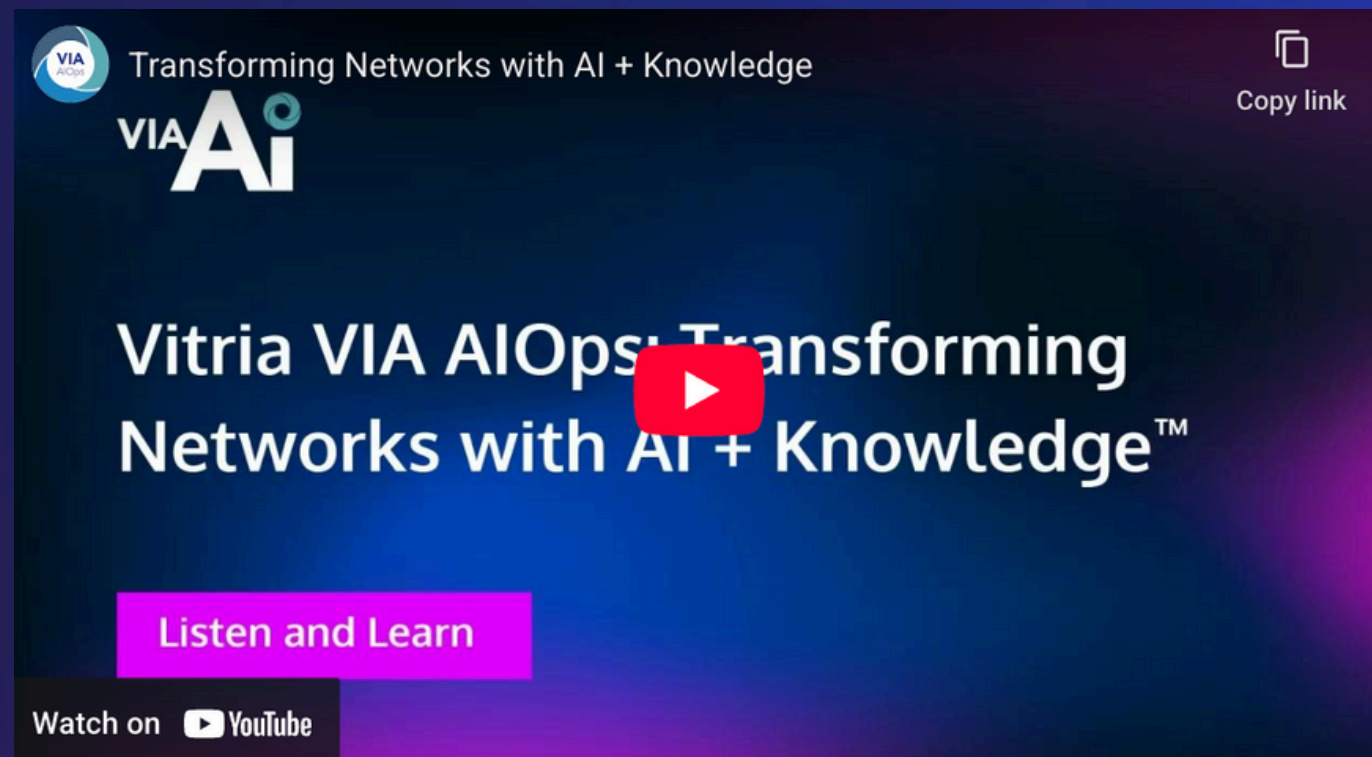**Entity Action Centre - Entity Health Available Instantly**

# High Resolution Videos



**Knowledge Augmented AIOps for Accurate Incident Detection and Root Cause Analysis**

# High Resolution Videos



**VIA AIOps: Transforming Networks with AI + Knowledge**
**Giles Cummings, Founder and CTO, FutureNet World**
**Dale Skeen, CTO and Co-Founder Vitria**



**FutureNet World video Interview Featuring Dale Skeen**

# Contact Information

Would you like to learn more about our analytics products or want to get a free consultation with one of our experts?
Complete the form below and we'll get back to you soon.

## Click Here to Contact Us

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