Insights Newsletter

May 2026

The May Insights Newsletter brings together the latest thinking on self-healing systems, network automation, and the evolving role of AIOps across financial services and telecom. Featuring blogs, podcasts, and expert perspectives from Vitria leadership, this edition explores how AI, ML, GenAI, and knowledge graphs are enabling proactive operations, reducing downtime, improving resilience, and building trust in autonomous, AI-driven decision-making

Assets:

Self Evolving Knowledge Plane Bridging the Trust Gap with VIA AIOps
In this vignette, Vitria demonstrates how application issues can be detected early, and directly tied to customer impact.

Specifically:

- Memory utilization issues at the container and node level
- Pod restarts and resource exhaustion across the cluster
- Application latency across individual microservices and end-to-end flows
- Customer experience signals from support tickets and in-app feedback

All correlated into a single, unified view.

LISTEN NOW

Demo: How to Resolve Virtual Aggregation Router Congestion Rapidly
In this vignette, Vitria demonstrates how its **VIA AIOps™ platform and Knowledge Plane** detect these silent failures by understanding relationships across the network. By correlating telemetry data, topology, and customer experience signals, the platform can:

- Identify isolated devices
- Classify the issue in real time
- Determine the most likely fix

The demo also shows how automation takes over, generating tickets, routing them to the correct teams, triggering actions like technician dispatch, and even deflecting incoming customer complaints through integrated systems.

LISTEN NOW

Knowledge Driven Agentic AI Operational Assistant
In this vignette, Vitria demonstrates how the **Entity Action Center**, powered by its **VIA AIOps™ platform and Knowledge Plane**, provides a real-time, unified view of network health. By combining CMDB enrichment, live telemetry, and graph-based learning, the platform builds a dynamic digital twin of the network that allows teams to:

- Visualize health across regions, cities, and individual entities
- Understand topological and geographical relationships in real time
- Identify degraded components and drill directly into the root cause

The demo shows how users can move seamlessly from entity-level visibility to the **Incident Action Center**, where correlated signals, root cause, and recommended actions are surfaced, enabling faster, more informed resolution.

LISTEN NOW

Semantic Knowledge Plane, Appledore Research
A new whitepaper by Appledore Research explores why telecom operators need more than observability and automation to scale AI into production. Introducing the Semantic Knowledge Plane (SKP), the research outlines how knowledge-driven, ontologically grounded architectures enable explainable, deterministic, and context-aware agentic AI for autonomous operations. The paper also highlights how Vitria's self-evolving knowledge plane technology is helping operators move toward higher levels of network autonomy through real-world deployments and multi-agent AIOps.

READ MORE

Knowledge-Based Agentic AI - The Backbone of Multi-Agent AIOps, Omdia Research
A new research paper by Omdia examines why telecom operators must move beyond traditional KPI-driven automation toward knowledge-based architectures that prioritize relationships between data, services, and operational context. The paper explores the limitations of current AIOps approaches and highlights how knowledge-driven systems provide the foundation for context-aware agentic AI and coordinated decision-making across complex multi-agent environments.

READ MORE

Beyond AIOps: How Knowledge-Driven Agentic AI Enables Autonomous Network Operations – Interview Highlights
A concise overview of the discussion between Amy Cameron, Analyst at STL Partners, and Finbarr Travers, VP of Customer Solutions at Vitria, exploring how Vitria's knowledge plane enables explainable, context-aware AI, moving telecom operations from reactive monitoring to trusted, autonomous resolutions.

READ MORE

Beyond AIOps: How Knowledge-Driven Agentic AI Enables Autonomous Network Operations – Q&A Highlights
In this Q&A, Amy Cameron, Analyst at STL Partners, and Finbarr Travers, VP of Customer Solutions at Vitria, unpack the limitations of traditional AIOps and how Vitria's Knowledge Plane enables real understanding, faster resolution, and trusted automation.

READ MORE

Beyond AIOps: How Knowledge-Driven Agentic AI Enables Autonomous Network Operations – Pull Quotes
A curated set of eight pull quotes from the interview captures key insights on autonomous networks, agentic AI, and the role of knowledge-driven architectures in telecom operations. Designed for social sharing, presentations, and campaign content, the quotes highlight major themes including deterministic AI, explainability, operational context, and the shift from observability to true autonomous resolution.

READ MORE

Beyond AIOps: How Knowledge-Driven Agentic AI Enables Autonomous Network Operations – Full Podcast
Description: In this interview, **Amy Cameron, STL Partners**, speaks with **Finbarr Travers, Vitria**, about what's actually required to move from AI-assisted operations to **true autonomous resolution**.

What they uncover:

- AIOps platforms today rely on **event correlation**, not system-level understanding
- Incidents are treated as **isolated snapshots**, without full context
- Without knowledge of dependencies and history, AI decisions remain **probabilistic**

Listen to discover how Vitria's VIA AIOps™ platform combines knowledge graphs and agentic AI to deliver **trusted, autonomous network operations**.

LISTEN NOW

Vitria Technology, Inc, 101 Jefferson Drive, 1st Floor, Menlo Park, CA 94025, United States, 1.650.460.8600

Unsubscribe Manage preferences