



VIA AI Media Kit

www.vitria.com

2026 Edition

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About Vitria

FOUNDED

1994 — over 30 years in model-driven computing

HQ

101 Jefferson Drive, Menlo Park, CA 94025

TYPE

Privately held software company

LOCATIONS

US, China, UK, Spain, Japan | Latin America, Malaysia, Korea (partner coverage)

PATENTS

Streaming Analytics · Business Process Management · Pub-Sub Communication

MARKET

AI Ops for Telecom, Enterprise IT, Financial Services, Healthcare, Media & Streaming

Market Expertise

AI Ops for Business Value — quantifiable improvements in revenue and profitability

AI Ops for Flawless Agility — correlating problems, issues, and change across millions of endpoints

AI Ops for Digital Experience Management — prioritizing issues impacting real-time experience

AI Ops for Customer Experience — quantifiable improvements in retention and NPS

VIA AIOps — Product Overview

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

NAMING CONVENTION

VIA AIOps is the correct product name. It can be shortened to "VIA" only where VIA is understood to refer to an AIOps application. Always use VIA AIOps in full on first mention.

PRODUCT TIMELINE

- 1994 ● Founded — publish-subscribe & real-time computing
- 1999 ● BusinessWare — enterprise B2B integration platform
- 2007 ● Business Process Management Suite
- 2012 ● Streaming Analytics & real-time intelligence
- 2017 ● Operational intelligence for network operations
- 2019 ● VIA AIOps platform launched
- 2020 ● Knowledge-driven AI architecture introduced
- 2021 ● Multi-domain telco service assurance
- 2022 ● Autonomous incident correlation engine
- 2023 ● Self-Evolving Knowledge Plane
- 2024 ● Appledore Research recognition · autonomous networks
- 2025 ● ISG Buyers Guide · FutureNet Finalist · Intellyx Award
- 2026 ● 8 Gartner® Hype Cycles · IDC Vendor to Watch

Industries & Use Cases

TELECOMMUNICATIONS

Maintain uptime and improve customer experience. Proactive service assurance across hybrid network environments.

- Preventing service degradation before customer impact
- Automating complex issue resolution in hybrid cloud
- Reducing MTTR through intelligent incident triage

FINANCIAL SERVICES

Ensure system reliability and regulatory compliance. Real-time anomaly detection across trading and core banking systems.

- Near-zero downtime for mission-critical platforms
- Automated compliance monitoring
- Proactive fraud signal correlation

HEALTHCARE

Secure mission-critical operations and reduce downtime. AI-driven monitoring for clinical and operational systems.

- Uptime assurance for patient-facing systems
- Predictive maintenance for medical infrastructure
- Regulatory reporting automation

MEDIA & STREAMING

Optimize performance across global content delivery networks. Reduce failures and improve viewer quality of experience.

- 28% reduction in failure rates
- 11 million fewer annual failures achieved
- Real-time QoE monitoring at scale

Proven Results

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

>75%

Reduction in maintenance escape defects
(>75%)

>50%

Reduction in time to restore service
(MTTR)

50%

Reduction in ServiceNow / Remedy tickets
in year one

20%

Year-over-year efficacy improvement post-
implementation

92%

Service impacts detected and resolved
before first customer call

60 days

In production in as few as 60 days

Awards & Recognition

ANALYST RECOGNITION

Analyst Recognition — 2026

VIA AIOps is recognized by Gartner, ISG, and IDC as a leading platform for knowledge-driven AIOps and event intelligence. Named a Sample Vendor for Event Intelligence Solutions across eight 2026 Gartner® Hype Cycle™ reports — AI in IT Operations, AI in ITSM, Monitoring & Observability, I&O Automation, IT Operations, ITSM, Infrastructure & Operations, and Site Reliability Engineering — Vitria is also listed in the ISG Buyers Guide™ for AIOps Platforms and cited as a Vendor to Watch in the IDC MarketScape Worldwide AIOps 2026 Vendor Assessment.



Gartner® Hype Cycle™

8 Reports — 2026

Named a Sample Vendor for Event Intelligence Solutions in eight 2026 Gartner® Hype Cycle™ reports: AI in IT Operations · AI in ITSM · Monitoring & Observability · I&O Automation · IT Operations · ITSM · Infrastructure & Operations · Site Reliability Engineering.



ISG Buyers Guide™

AIOps Platforms — 2026

Named in the ISG Buyers Guide™ for AIOps Platforms — recognizing Vitria's knowledge-driven approach to proactive service assurance and autonomous incident resolution for enterprise and Tier-1 service provider environments.



IDC MarketScape

Vendor to Watch — 2026

Cited as a Vendor to Watch in the IDC MarketScape Worldwide AIOps 2026 Vendor Assessment, recognizing Vitria's platform approach to autonomous, explainable operations built on a self-evolving knowledge plane.

Recent News

Highlights — click to view

Jul 23, 2026

PR NEWswire

[Vitria Technology Sets the Standard for Event Intelligence Solutions as Knowledge-Driven AIOps Reaches the Enterprise...](#)

Jun 23, 2026

PR NEWswire

[Vitria Technology Named in Gartner, ISG, and IDC AIOps Research in 2026 — As Appledore Research Highlights the Path t...](#)

Jun 9, 2026

LINKEDIN

[Gartner 2026 Hype Cycle for Infrastructure & Operations — Event Intelligence Solutions on the Slope of Enlightenment](#)

Jun 4, 2026

LINKEDIN

[Vitria Recognized in the 2026 ISG Buyers Guide™ for AIOps Platforms](#)

May 8, 2026

GARTNER

[Vitria Recognized in the 2026 Gartner® Market Guide for Event Intelligence Solutions](#)

Apr 17, 2026

LIGHT READING

[Knowledge-Based Agentic AI: The Backbone of Multi-Agent AIOps](#)

Apr 10, 2026

**MOBILE
EUROPE**

[Mobile Europe Interviews Vitria: Beyond AI Ops — How Knowledge-Driven Agentic AI Enables Autonomous Network Operations](#)

Apr 7, 2026

PR NEWswire

[The Missing Link to Autonomous Operations: Vitria Introduces Self-Evolving Knowledge Plane](#)

Apr 7, 2026

LINKEDIN

[Vitria Recognized as "Vendor to Watch" in the IDC MarketScape Worldwide AIOps 2026 Vendor Assessment](#)

Apr 1, 2026

**FUTURENET
WORLD**

[Vitria Named Finalist for FutureNet World 2026 AIOps Award](#)

Jan 15, 2026

PR NEWswire

[Vitria Outpaces Market Offerings with AI-Driven Innovation; Top-Tier Analysts Cite Multi-Year Lead in Autonomous Reso...](#)

Recent News

Highlights — click to view

Dec 17, 2025

LINKEDIN

[Vitria Honored as 2025 Intellyx Digital Innovator Award Recipient](#)

Nov 6, 2025

INTELLYX

[Vitria AIOps for Incident Detection and Response — An Intellyx Brain Candy Brief](#)

Nov 5, 2025

PR NEWSWIRE

[Vitria / FutureNet World Telco Focus Webinar: Knowledge-Driven AI Accelerates Autonomous Networks, Delivers Massive T...](#)

Aug 21, 2025

PR NEWSWIRE

[Vitria Revolutionizes Financial Services IT with Autonomous AI Operations](#)

Proof Points & Endorsements

PROACTIVE DETECTION

90% of all service impacts detected and resolved before the first customer call

A leading telecommunications provider achieved a double-digit improvement in NPS and saved millions in operating costs by transforming incident management across their network, software applications, and infrastructure using the VIA platform. 95% of impacts are addressed with outbound messaging before a customer needs to reach out.

ACCELERATE INNOVATION

50% reduction in time required to deploy new customer-facing services

A customer generating over \$10B in revenue, managing 40,000 core routers and thousands of NOC users, accelerated a nationwide 5G rollout by implementing VIA AIOps in a public cloud — live in production in just 60 days.

DECREASE CUSTOMER PAIN

>75% reduction in escaped defects · >50% reduction in MTTR

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

MEDIA & STREAMING

28% reduction in failure rates — 11 million fewer annual failures

A media and streaming service leveraged VIA to reduce failures by 28%, decrease daily call volume by 700, and avoid hiring 20 additional FTEs — saving \$2.3 million per year. Improved NPS and reduced churn followed.

Key Customer Successes

\$40B Revenue Tier-1 Operator

- 65% reduction in incidents
- Production in 90 days, value in 30
- 3,000 metrics + 2,000 fault streams via hybrid deployment

Network Service Provider

- 60% improvement in service availability
- 50% reduction in staffing required — avoided price increase
- Improved competitive position

\$100B+ Revenue Broadband Provider (30M subscribers)

- Production in private cloud within 90 days
- Proactive identification of subscriber experience impacts
- Elimination of ~250,000 technician dispatches in year one

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 Teknekron Software Systems (now TIBCO), Dr. Chang's groundbreaking work in real-time computing continues to shape how enterprises harness AI for digital transformation.



Dr. Dale Skeen

Co-Founder & CTO

Dr. Skeen co-founded Teknekron Software Systems (now TIBCO) and co-invented The Information Bus. His research spans IBM's Almaden Research Center, Cornell, and UC Berkeley. He leads Vitria's mission to bring knowledge-driven intelligence and autonomy to enterprise operations.



Finbarr Travers

VP Customer Solutions

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

Logo Usage Guidelines

PLACEMENT

The white Vitria logo should only be placed on navy backgrounds. The blue version of the logo should only be placed on white or grey backgrounds.

CLEARANCE & MINIMUM SIZE

Always leave a minimum clearance space around the logo equal to at least the height of the "A" in the logo. The primary logo must never be smaller than 0.75" wide. Usage narrower than 0.75" should use the secondary landscape logo.

On Navy



On White / Grey



Logo Files



Color Palette

The Vitria color palette reflects the contemporary tech scene. Grey Blue is the most prominently used in the VIA brand.

NAVY

Primary

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

GREY BLUE

Most used

HEX #536880
CMYK: C75 M54 Y34 K10
RGB: R83 G104 B128

Light Blue

Accent

HEX #3D81B9
CMYK: C82 M40 Y5 K0
RGB: R61 G129 B185

MINT

HEX #79abab
CMYK: C62 M16 Y28 K0
RGB: R121, G171, B171

VITRIA GREY

Background

HEX #E1E1E1
CMYK: C10 M8 Y8 K0
RGB: R225 G225 B225

VITRIA GREEN

HEX #92C162
CMYK: C47 M4 Y80 K0
RGB: R146 G193 B98

VITRIA PURPLE

HEX #522EFF
CMYK: C68 M82 Y0 K0
RGB: R82, G46, B255

VITRIA PINK

HEX #B34198
CMYK: C30 M89 Y0 K0
RGB: R179 G65 B152

VITRIA YELLOW

HEX #F4C842
CMYK: C11 M29 Y84 K0
RGB: R244 G200 B66

High Resolution Photos



Dale Skeen, Co-Founder & CTO



Tomorrow Street Event, Luxembourg

High Resolution Videos

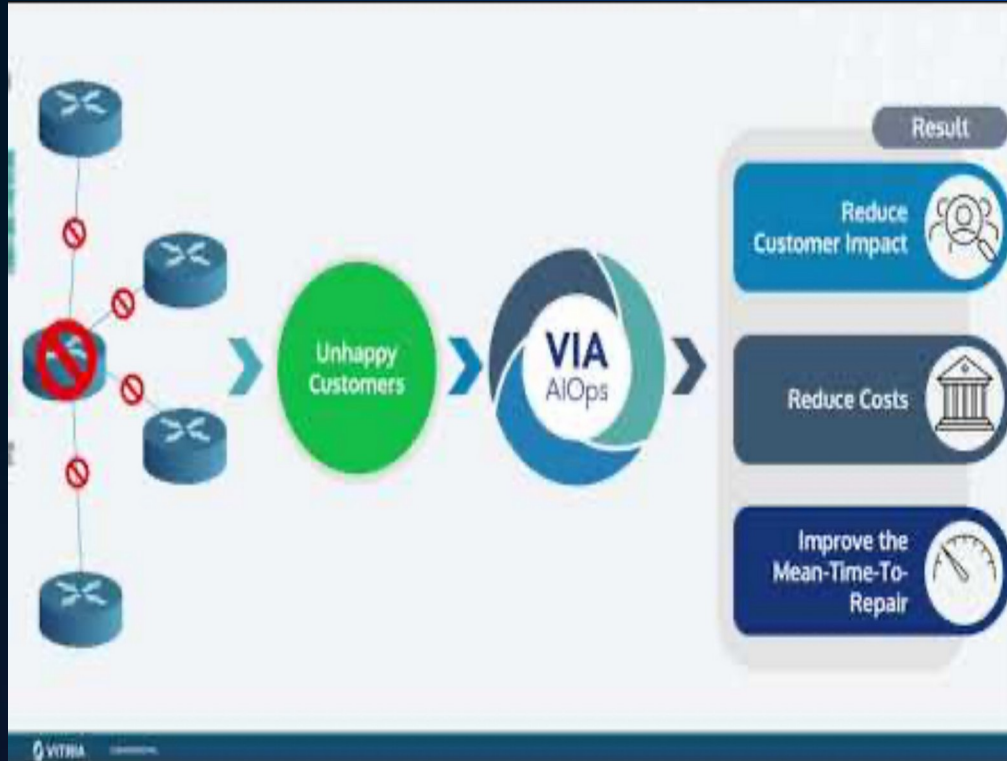


High Level Value Proposition

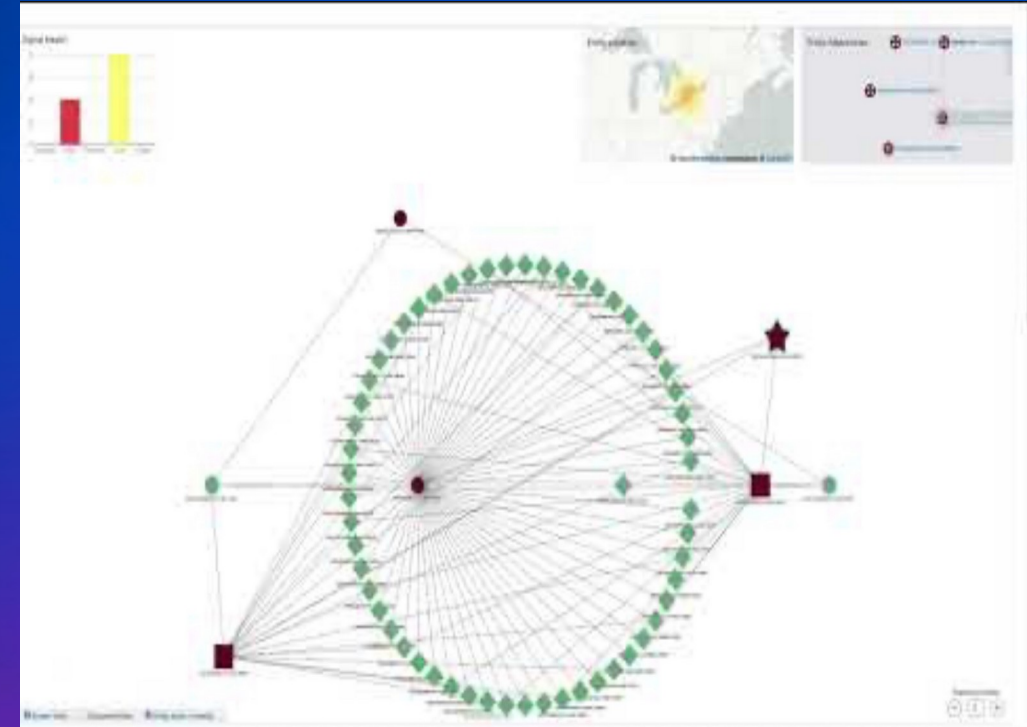


Correlating Application Issues with End User Impact

High Resolution Videos



Detecting Isolated Access Routers

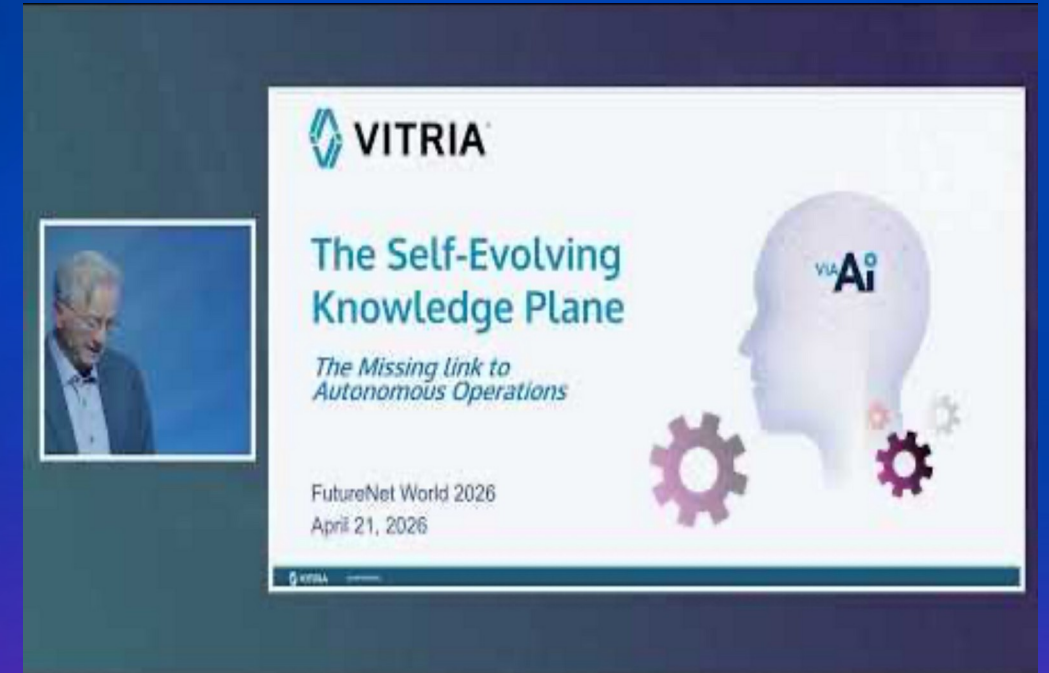


Entity Action Center — Entity Health Available Instantly

High Resolution Videos



Knowledge Augmented AIOps for Accurate Incident Detection and Root Cause Analysis



The self evolving knowledge plane is the missing link to autonomous operations

High Resolution Videos



VIA AIOps: Transforming Networks with AI + Knowledge



Transformation with Agentic AI - Appledore Podcast

High Resolution Videos

Vitria Innovation in AIOps

Use Case: Knowledge-Driven Agentic AI
and Self-Evolving Knowledge Plane
Bridging the Trust Gap



Vitria Innovation in AIOps

Use Case: Detecting Isolated Access
Routers



Self Evolving Knowledge Plane Bridging the Trust Gap with VIA AIOps

Demo: Detecting an Isolated Access Router

High Resolution Videos



Demo: How to Resolve Virtual Aggregation Router Congestion Rapidly



Would you like to learn more about VIA AIOps or speak with one of our experts?

About Vitria Technology: Vitria Technology is a privately held AI software company, founded in 1994 and headquartered in Menlo Park, CA. Vitria's VIA AIOps platform delivers knowledge-driven AIOps — enabling telecom operators and enterprises to detect, correlate, and resolve service impacts before customers are affected. VIA AIOps is named in eight Gartner® Hype Cycle™ reports and recognized in the ISG Buyers Guide™ for AIOps Platforms.

[Contact Us](#)

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