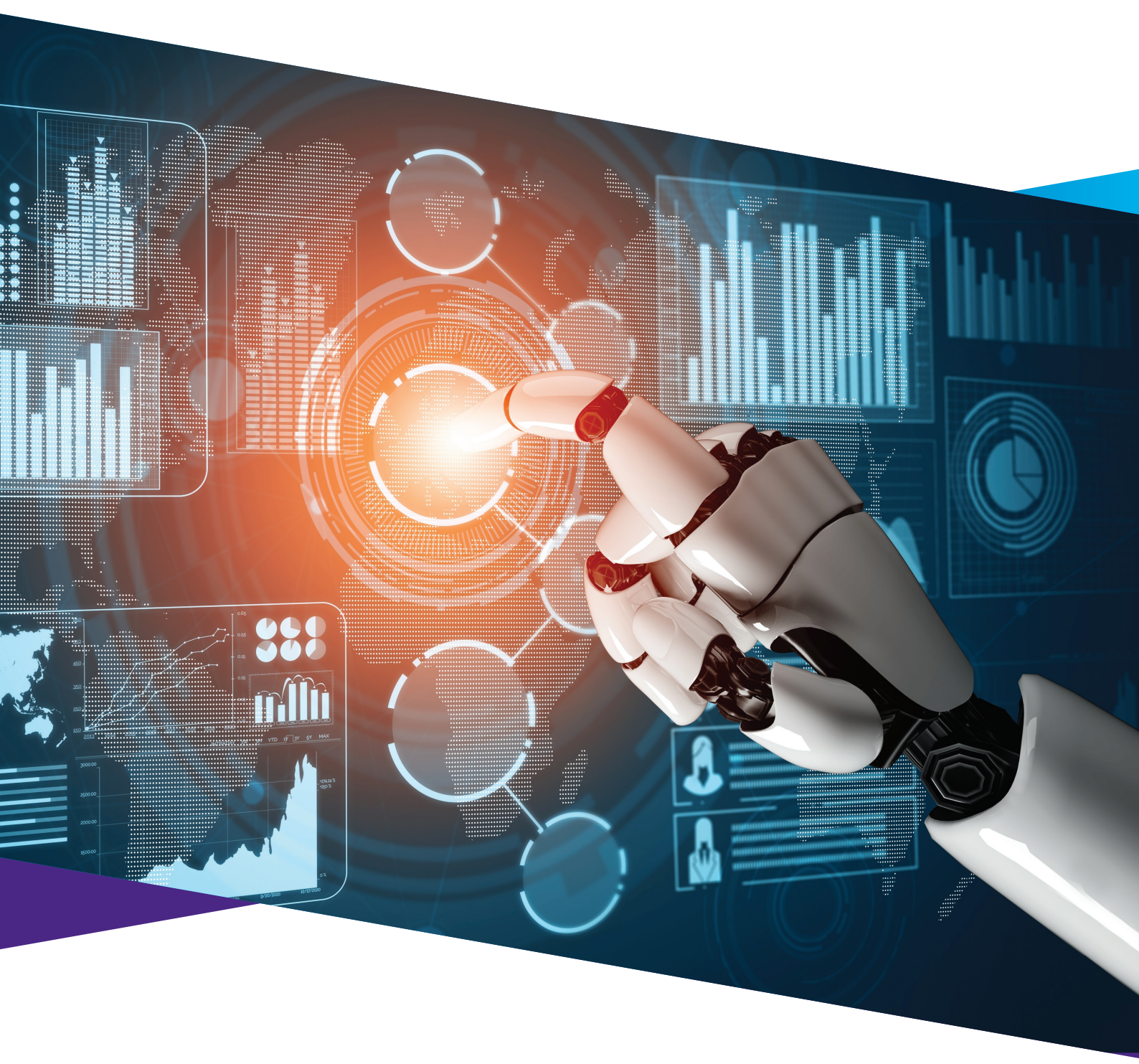


VIAVI NITRO AIOPS

Incident Manager

Cross-Domain Event Correlation and Incident Classification



The VIAVI NITRO® AIOps platform empowers CSPs to transform their NOCs from siloed pillars into intelligent centers with advanced event correlation and automated incident classification. Leveraging machine learning, it delivers a unified, real-time view across network domains, turning alarm noise into contextualized actionable insights.

By accelerating root cause identification and enabling proactive issue resolution, this AI-driven approach enhances operations efficiency, reduces outages, and elevates customer experience to new standards.

VIAVI NITRO AIOPS INCIDENT MANAGER

Cross-Domain Event Correlation and Incident Classification

Overview

Telecom operators face mounting challenges in managing vast volumes of alarm data across diverse network domains. The lack of automated tools for problem identification and automated actions results in prolonged incident resolution times, impacting network reliability and customer satisfaction. With the rise of 5G and multi-cloud environments, Network Operations Centers (NOCs) must transform to keep up with the increasing complexity of their networks.

Business Challenges

Telecom operators are inundated with alarms and event data from growing in complex, multi-domain, multi-technology network environments. The large volume of alarm noise, combined with a lack of intelligent correlation, root cause analysis, and effective automation, often results in slow and inefficient problem identification. This significantly impacts operational efficiency and service reliability.

Introducing NITRO AIOps Incident Manager

The NITRO AIOps Incident Manager leverages advanced machine learning to streamline the events identified in the network, correlating them across various domains and classifying the potential root cause into an incident, significantly reducing alarm noise and improving mean time to repair (MTTR). **By automating fault detection and providing actionable insights, VIAVI NITRO AIOps Incident Manager ensures operational efficiency (OPEX Reduction), minimizes outages, and enhances the customer experience.**

KEY ISSUES

REDUCED OPERATIONAL EFFICIENCY



Alarm Overload: Networks generate a high volume of redundant or low-priority alarms, overwhelming NOC engineers.

Inefficient RCA: Manual correlation of events across domains is time-consuming (High MTTR) and prone to human errors.

SERVICE IMPACT



Delayed Incident Resolution: Affects service reliability and customer satisfaction.

Misprioritized Alarms: Can escalate into costly network outages and service disruptions.

INCREASED CHURN RATES



Frequent Service Disruptions: Erode customer trust, increasing churn and reducing subscription revenue.

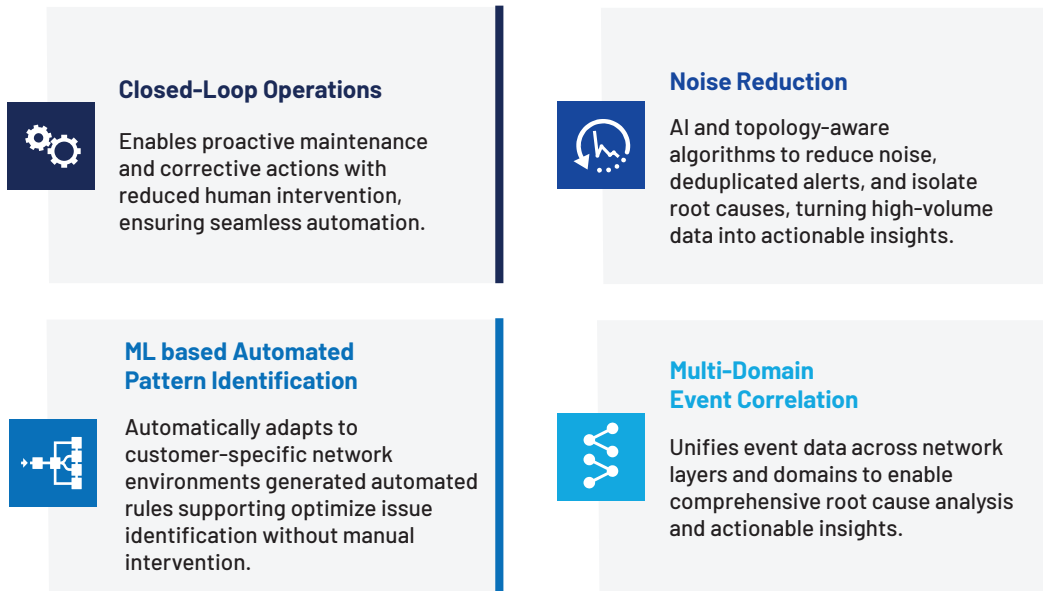
Slow Issue Resolution: Extended downtime, undermining customer confidence and satisfaction.

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SOLUTION OVERVIEW

The NITRO AIOps Incident Manager addresses these challenges with a cutting-edge platform designed to simplify and accelerate incident management.

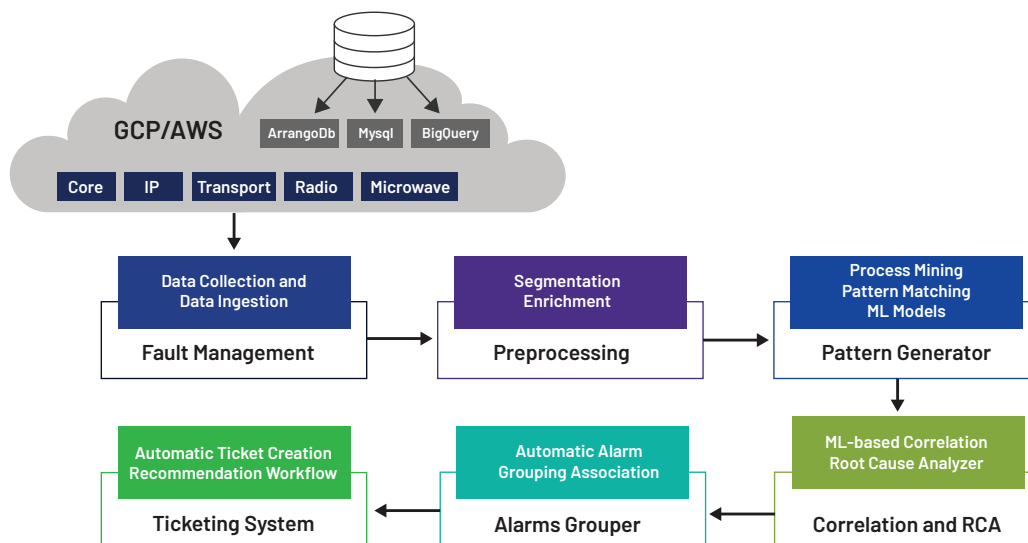
Key Technical Capabilities



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Unified Fault Correlation and Incident Classification

The NITRO AIOps Incident Manager seamlessly transforms raw data from diverse sources into actionable insights by integrating advanced event processing, AI/ML-driven correlation, and a comprehensive knowledge database, culminating in precise incident discovery and classification which can feed closed-loop actions.



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BUSINESS BENEFITS

NITRO AIOps Incident Manager transforms network operations by automating network troubleshooting and triaging to the potential root cause, reducing complexity, and enabling faster, smarter decisions.

Enhanced Operational Efficiency

- **Reduces Operational Noise and Reveals Actionable Insights** by automating monitoring across all domains and converting alarms and events into meaningful context
- **Optimizes NOC Workflows, Minimizes Manual Efforts and Errors** through automated fault groupings and inter-domain correlations, analyzing both historical and real-time alarms

Accelerated Incident Resolution

- **Reduces MTTR** by leveraging machine learning to accurately classify incidents, streamlining the resolution process
- **Truly E2E Event Correlation** that employs ML-driven root cause and service impact analysis combined with cutting-edge inter-domain correlations for an end-to-end approach

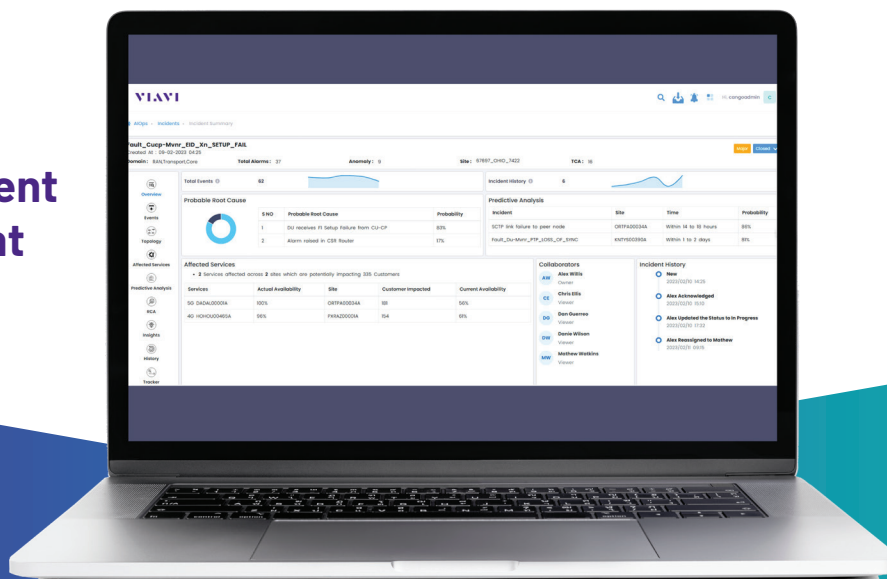
Improved Reliability and Retention

- **Leverages Machine Learning** to forecast potential issues before they impact service, enabling preventive maintenance and reducing the risk of costly outages
- **Automated Event Classification and Root Cause Analysis** further enhance service continuity, minimizing disruptions and strengthening customer trust and satisfaction to reduce churn

Future-Ready Network Transformation

- **Scalable Solutions** natively designed for multi-domain and multi-vendor environments, ensuring seamless adaptability to evolving network complexity and demands
- **Drives long-term Operational Value** by enabling future-ready networks that grow with business needs

AIOps Incident Management



PROVEN SUCCESS STORY

Customer

Leading mobile and fixed-line service provider in Latin America

Problem

The operator struggled with excessive alarm noise, delayed root cause analysis, and extended MTTR, impacting network reliability

Solution

- Implemented the NITRO AIOps Incident Manager platform for inter-domain event correlation
 - Deployed dynamic ML rule patterns for real-time incident classification
 - Integrated NOA framework to identify and address underlying causes of incidents
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Benefit

- **Achieved +90% reduction in alarm noise**, allowing engineers to focus on critical issues
 - **Lowered significantly MTTR**, improving service reliability and customer experience
 - **Enhanced proactive maintenance capabilities**, reducing the risk of critical outages
-



WHY VIAVI?



Deep Network Data Heritage: VIAVI's strong legacy in network testing and performance monitoring provides us with rich domain knowledge and holistic understanding of network data sources, a mandatory foundation to deliver efficient AIOps solutions.



End-to-End Visibility Across Domains: True cross-domain event correlation, eliminating silos, providing a unified source of truth that ensures faster root cause analysis and incident resolution, resulting in a reduced Mean Time to Resolution (MTTR).



AI-Driven Automation: By leveraging advanced AI/ML algorithms for event deduplication, noise reduction and automation, VIAVI reduces operational overhead (OPEX Reductions) and prevents alert fatigue.



Proven Expertise and Scalability: VIAVI has a robust track record of delivering scalable and reliable solutions for complex Telco environments, including hybrid, multi-cloud, and 5G multi-vendor networks.



VIAVI NITRO AIOps is shaping the future of intelligent network operations.

As your strategic partner, we drive continuous innovation to keep you at the forefront of the rapidly evolving telecom landscape.

Embrace the future with VIAVI NITRO AIOps. Visit us at viavisolutions.com/aiops today.



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