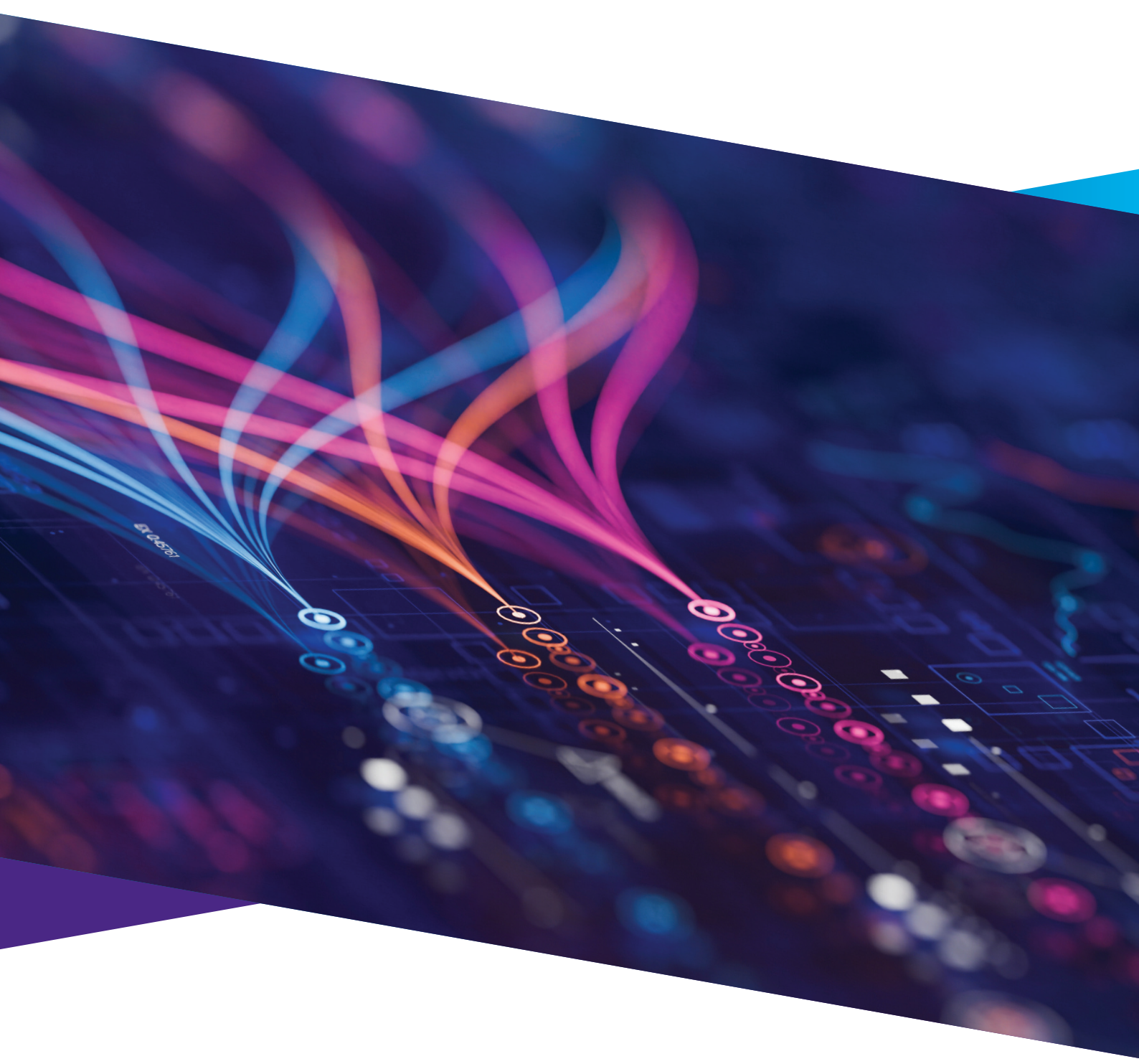


# NITRO AIOps

Monetizing Enterprise Services with SLA Intelligence



## **NITRO AIOps redefines how enterprise services are delivered, assured, and monetized.**

It provides operators with a unified framework to translate network performance into measurable, customer-facing SLAs-across fixed, enterprise, and next-generation services.

Through end-to-end service modeling, multi-domain visibility, and real-time SLA monitoring, operators gain the ability to prove service quality, accelerate issue resolution, and build trust with enterprise customers and regulators alike.

Beyond monitoring, B2B SLA Assurance becomes a strategic enabler-unlocking new revenue models, tiered service offerings, and operational efficiency at scale.

# NITRO AIOPS

## Assure and Monetize Enterprise Services

**B2B SLA Assurance enables service providers to turn enterprise service quality into a measurable, monetizable business capability.**

It provides end-to-end visibility and auditable SLAs per customer and per service, empowering operators to prove performance, meet regulatory obligations, and build trust with enterprise customers. Beyond assurance, it unlocks differentiated B2B service tiers, faster issue resolution, and lower operational complexity—supporting sustainable revenue growth while improving operational efficiency at scale.

### Business Challenges

Today's Enterprise customers increasingly demand transparent, auditable service levels and rapid issue resolution across complex, multi-domain networks. Yet many operators rely on fragmented tools that provide limited customer visibility, slow root-cause analysis, and reactive SLA management. This disconnect makes it difficult to prove service quality, meet regulatory obligations, and justify premium B2B offerings. At the same time, rising network complexity and operational costs put pressure on margins, while legacy assurance models fail to support differentiated service tiers or scalable monetization. Operators need a unified approach that aligns service quality with business outcomes.

#### Key Issues:

##### Constrained B2B Monetization

- **Undifferentiated Service Offers:** Without measurable and provable SLAs, operators cannot justify tiered B2B services or premium pricing.
- **High Operational Cost:** Legacy assurance approaches rely on multiple tools and manual processes, limiting scalability and increasing OPEX.

##### Reactive SLA Management

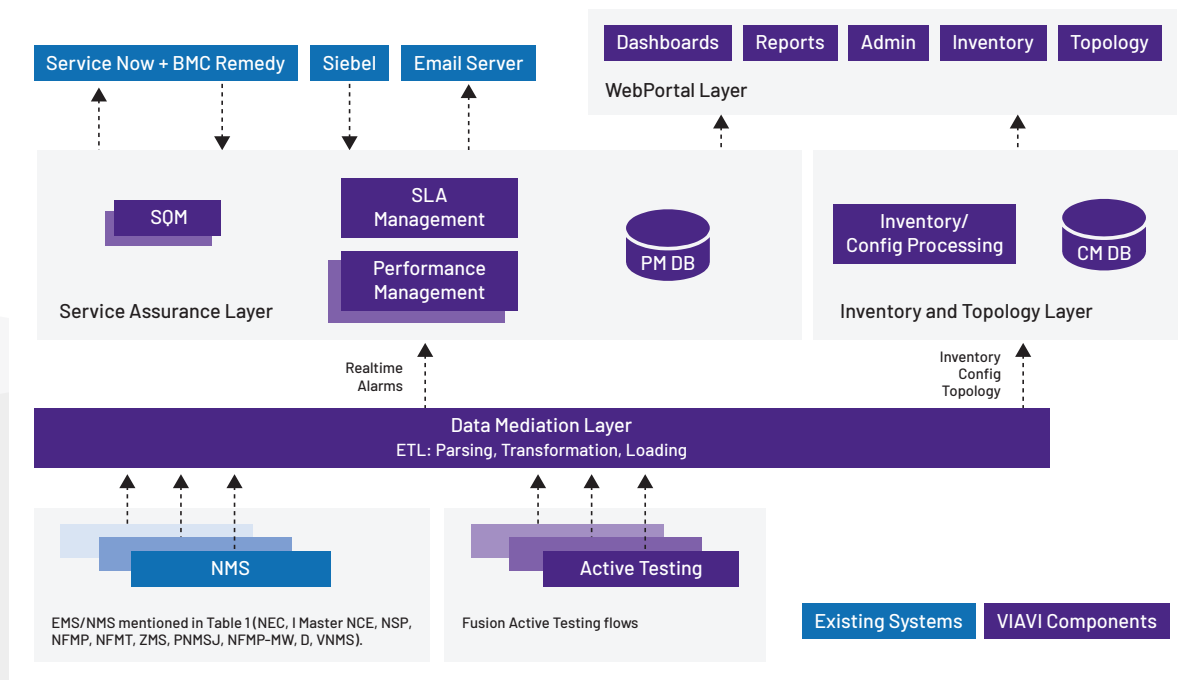
- **Revenue Leakage & Penalty Risk:** SLA violations are often identified after customer impact occurs due to manual analysis and lack of real-time correlation.
- **Slow Root-Cause Analysis:** Disconnected data across domains increases MTTR and prolongs SLA breaches, impacting customer satisfaction and penalties.

##### Lack Of End-To-End SLA Visibility

- **Siloed Service Views:** SLA performance is fragmented across network, service, and operational tools, making it difficult to obtain a unified, per-customer and per-service view.
- **Limited Customer Transparency:** Operators struggle to expose auditable SLA performance to enterprise customers and regulators, eroding trust.

## Solution Overview

B2B SLA Assurance is a modular, enterprise-grade solution designed to operationalize and monetize service quality across complex, multi-domain networks. Built on the VIAVI NITRO AIOps platform with active testing and service modeling, it enables operators to define business-grade SLAs and continuously monitor performance per customer and per service. By automating the trust loop—correlating active test results with topology intelligence—NITRO AIOps eliminates false-positive SLA breaches that would otherwise consume significant manual investigation time, ensuring accurate and scalable assurance.



The solution correlates real-time network performance, active test results, service topology, and operational events into a unified SLA view, accessible through role-based, multi-tenant portals. This allows enterprise customers, operations teams, and regulators to share a consistent, auditable understanding of service quality.

By integrating with inventory, CRM, ITSM, and BSS systems, B2B SLA Assurance supports faster root-cause analysis, proactive SLA breach detection, and differentiated service tiers. More than assurance, it provides a scalable foundation for B2B monetization, regulatory compliance, and operational efficiency.

## Key Technical Capabilities

### End-to-End SLA Modeling & Visibility

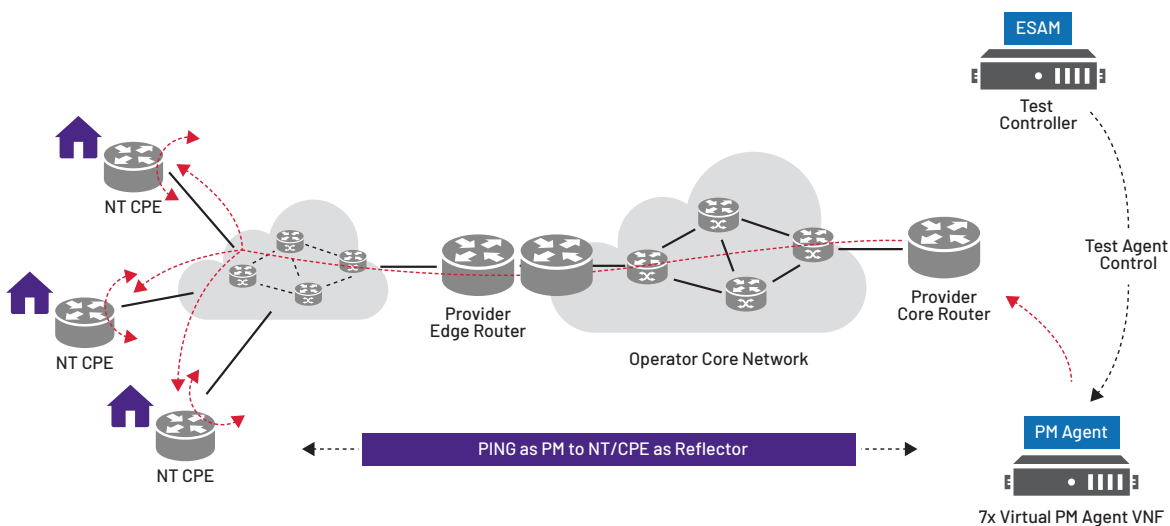
Correlates network performance, active testing, service topology, and operational data to deliver real-time, per-customer SLA visibility across multi-domain enterprise services.

### Interoperability & Ecosystem Integration

Built for seamless OSS/BSS integration, the solution supports TM Forum ODA-compliant Open APIs, ensuring vendor-agnostic interoperability.

### Real-Time SLA Monitoring & Breach Analytics

Continuously monitors performance and operational SLAs, detects potential breaches in real time, and accelerates root-cause analysis through cross-domain correlation.



## Business Benefits

B2B SLA Assurance enables operators to transform service quality into a strategic business asset. By providing transparent, auditable SLAs and faster issue resolution, it strengthens enterprise customer trust while reducing operational effort and cost. At the same time, it unlocks differentiated B2B service tiers and premium offerings, supporting new revenue streams, improved retention, and regulatory compliance—at scale.

### Revenue Protection & New Monetization

- **Tiered Monetization:** Launch Gold, Silver, and Bronze SLA packages with differentiated performance guarantees and visibility levels.
- **Verified Premium Value:** Leverage auditable, real-time performance data to justify a 20–30% uplift in enterprise service contracts.
- **Churn Reduction:** Strengthen long-term enterprise trust through transparent governance—providing customers the same auditable SLA views used by your NOC.

### AI-Driven Operational Excellence

- **Rapid Resolution:** Accelerate issue resolution with up to a 40% reduction in MTTR and more than 50% faster detection of SLA degradations through automated correlation.
- **Support Efficiency:** Reduce SLA-related customer inquiries and disputes by up to 60% using self-service, multi-tenant assurance portals.
- **Automated Productivity:** Eliminate 30–40% of manual troubleshooting effort by automating root-cause analysis and intelligent ticket enrichment with NITRO AIOps.

### Financial & Regulatory Integrity

- **Penalty Avoidance:** Detect potential SLA breaches in real time before customer impact, preventing costly credit payouts and revenue leakage.
- **Regulatory Compliance:** Accelerate reporting cycles with automated, auditable SLA exports aligned to regional government and industry requirements.
- **Tool Consolidation:** Lower TCO by replacing fragmented legacy systems with a unified, scalable AIOps platform.

## Are you ready to transform SLA assurance into a competitive advantage?

Enable transparent, monetizable enterprise services, unlock new revenue streams, and reduce operational complexity with B2B SLA Assurance—built to support growth, efficiency, and trust at scale.

# **VIAVI 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](https://viavisolutions.com/aiops)**



[viavisolutions.com](https://viavisolutions.com)

Contact Us +1 844 GO VIAVI | (+1 844 468 4284)

To reach the VIAVI office nearest you, visit [viavisolutions.com/contact](https://viavisolutions.com/contact)

© 2026 VIAVI Solutions Inc.

Product specifications and descriptions in this document are subject to change without notice.

Patented as described at [viavisolutions.com/patents](https://viavisolutions.com/patents)

nitroaiops-monetizingent-not-nse-ae  
30195043 900 0326