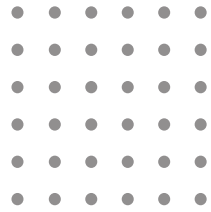


Leading Global System Integrator transforms IT Operations with Agentic AIOps



Situation

A leading Global Systems Integrator's IT and SRE teams operate a large hybrid, multi-cloud estate supporting critical business applications. As scale increased, operations became fragmented across multiple tools with no service-centric view. They needed Agentic AIOps to unify signals across silos and move from reactive firefighting to proactive operations.

Impact

Operations suffered from siloed visibility, manual incident response, and swivel-chair workflows across tools - driving longer MTTR. Retired assets continued to generate noise and cost, alert deduplication was ineffective, and cloud spend grew due to resource sprawl and unclear optimization paths. CMDB lifecycle data was incomplete, impacting reliability and operational efficiency.

Resolution

Fabrix.ai's Agentic AIOps Platform unified data across tools to deliver topology mapping, cross-domain correlation, noise reduction, and predictive insights. On top of this foundation, AI Agents operationalized those insights—with RCA Agents identifying root cause, Remediation Agents executing fixes, Capacity Planning Agents forecasting demand, Cloud Cost Optimization Agents driving FinOps actions, and AI Summaries accelerating decisions.

This AIOps-to-Agents handoff moved operations from insight to action - enabling more automated and autonomous operations.

The client is a leading Global Systems Integrator operating large-scale hybrid and multi-cloud environments. The Internal IT and SRE teams manage thousands of applications and infrastructure assets across global data centers and cloud platforms, and needed Agentic AIOps to unify visibility across silos, automate incident response, optimize cloud spend, and move from reactive operations to autonomous, AI-driven operations.

The Need

The organization needed to improve service reliability, reduce operational overhead, and control cloud spend—while scaling operations without adding headcount. This required a platform that could unify operations, automate decisions, and support teams across roles as they move toward proactive, AI-driven operations.

Business Objectives

- ▶ Enable proactive IT management
- ▶ Reduce alert fatigue
- ▶ Reduce manual effort
- ▶ Improve system availability
- ▶ Increase IT agility and scalability

Technical Needs

- ▶ Flexible platform to expand use cases
- ▶ Customizable AI Agents for different workflows
- ▶ Easy integration with existing systems
- ▶ Tailored experiences for Ops users
- ▶ Intuitive platform with low learning curve

The Solution

The integrator deployed Fabrix.ai's Agentic AIOps Platform on-prem to unify telemetry for topology mapping, cross-domain correlation, noise reduction, and predictive insights. On top of this AIOps foundation, AI Agents operationalized insights into action—with RCA Agents accelerating root cause analysis, Remediation Agents automating response, Capacity Planning Agents forecasting demand, Cloud Cost Optimization Agents driving FinOps actions, and AI summaries and assignment prediction reducing manual triage—enabling more automated, autonomous operations.

Data Sources & Integrations	
Dynatrace (application monitoring)	Nexthink (digital employee experience)
VMware vCenter / vROps	ScienceLogic (Infrastructure monitoring)
ServiceNow (CMDB, incidents, change)	Microsoft Azure
Google Cloud Platform	Customer-provided OpenAI GPT-4.1

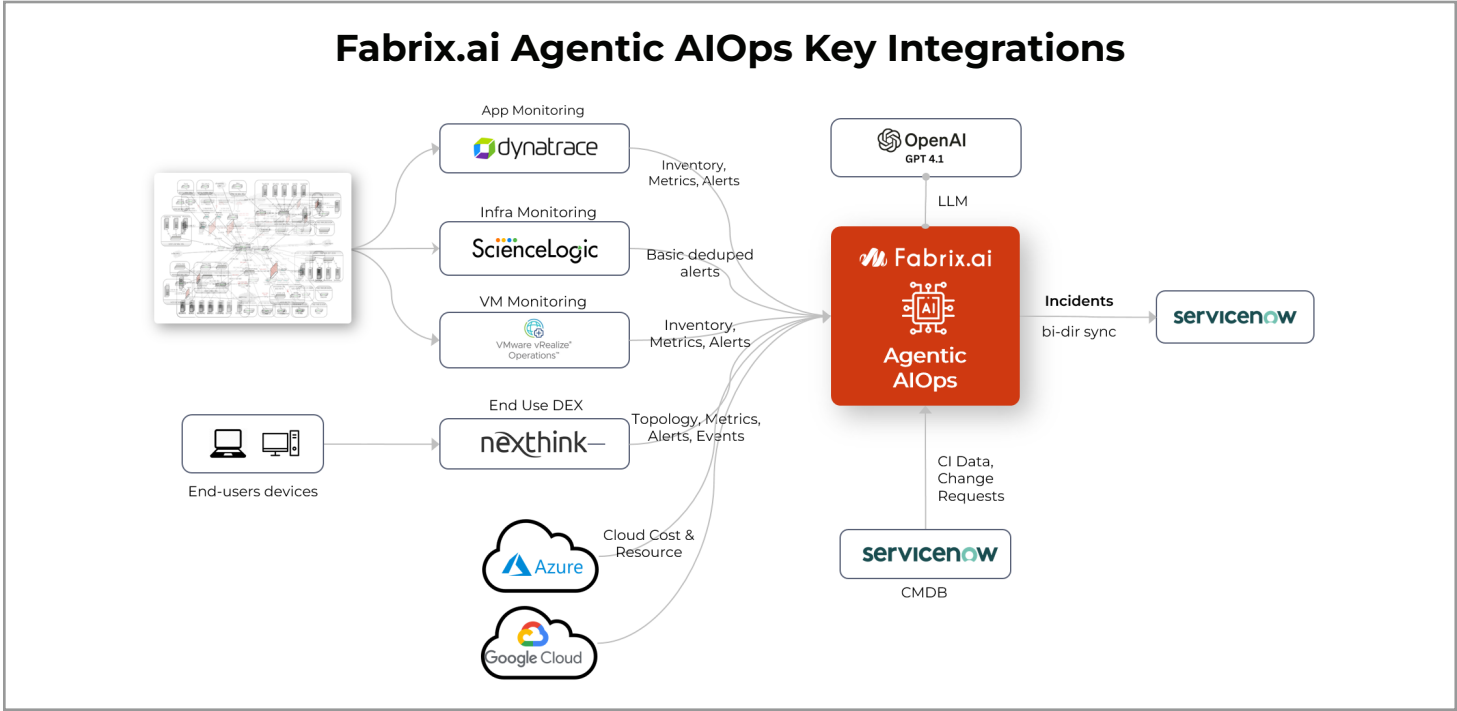
Key Agents Delivered	
RCA & Remediation Agent	Incident Assignment Agent
Change Request Insights Agent	Capacity Insights Agent
VM Cost Insights Agent	Cloud Cost Optimization Agent
Network Config Compliance Agent	Asset Lifecycle Insights / SACM Agent
Linux Compliance Agent	Dynatrace Insights Agent
AI Observability Agent	AIOps Reporting Agent

Use Cases Delivered

- ▶ Event correlation & noise reduction
- ▶ Predictive insights & anomaly detection
- ▶ Topology ingestion & relationship mapping
- ▶ Root cause analysis acceleration (RCA Agent)
- ▶ Automated remediation & self-healing (Remediation Agent)
- ▶ Capacity optimization insights (Capacity Planning Agent)
- ▶ Incident summarization & assignment prediction
- ▶ VM and cloud cost optimization across Azure & GCP

Highlights

- ▶ Significant reduction in alert noise and ticket volume
- ▶ Faster MTI / MTTR with AI-driven RCA
- ▶ Reduced major outages and outage duration
- ▶ Meaningful cloud run-cost optimization
- ▶ Faster ROI with a short payback period



Quantified Benefits

KPI	Result	Value (\$)	Industry Benchmark
Ticket volume reduction	70%+	\$3.59M	44%
MTTR (Monitoring Platform)	60%+	\$1.08M	35%
Overall MTTR reduction	45%+	—	35%
MTTA (Assignment)	50%	—	35%
Major outage volume reduction	70%+	\$1.5M	40%
Major outage duration reduction	55%+	\$0.5M	40%
Cloud infra run-cost optimization	Up to 55%	—	50%
Payback Period	6 Months	—	~7 Months

“ Fabrix.ai changed how we run ops. AIOps brought our signals together, and the AI Agents actually acted on them—faster RCA, automated fixes, and real cost optimization. We moved from dashboards to action.