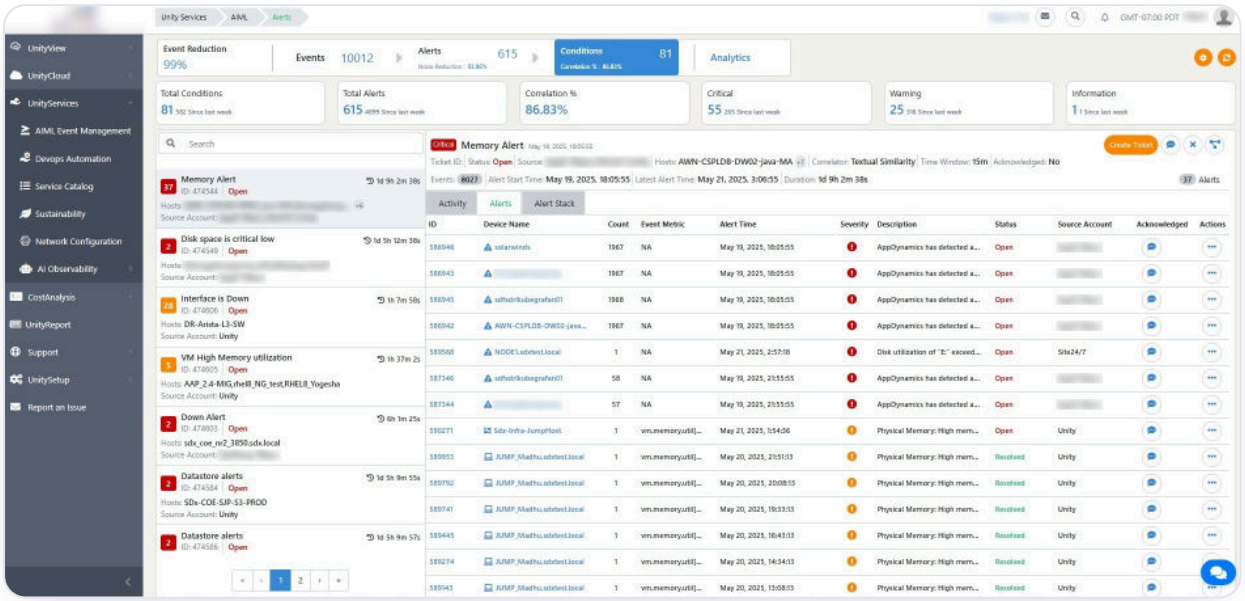
INDUSTRY CASE STUDY · ENTERPRISE IT OPERATIONS

Govern AI that resolves incidents for you

Enterprise ITOps teams run many monitoring tools and need automation that leadership can trust. UnityOne AIOps correlates every signal and resolves routine incidents under human-in-the-loop governance.



One correlated incident stream with alert stack.

The challenge

- More than twenty monitoring tools, each firing its own alerts
- Alert storms buried real incidents; on-call was burning out
- Root cause took hours of cross-tool triage
- Leadership would not approve AI acting unsupervised in production

How UnityOne AIOps helps

- Unified every signal into a single correlated incident stream
- Enriched incidents with change and topology context
- Governed automation resolved routine incidents autonomously
- High-stakes actions gated for human approval, every action logged and reversible

© Copyright 2026 By UnityOne AI

CUSTOMER CASE STUDY

An enterprise ITOps team resolves up to 85% of L1/L2 incidents autonomously

An enterprise ITOps team with more than twenty monitoring tools unified every signal into one correlated incident stream, and let governed automation resolve routine incidents.

CAPABILITIES USED

Event correlation & RCA
One correlated incident stream.

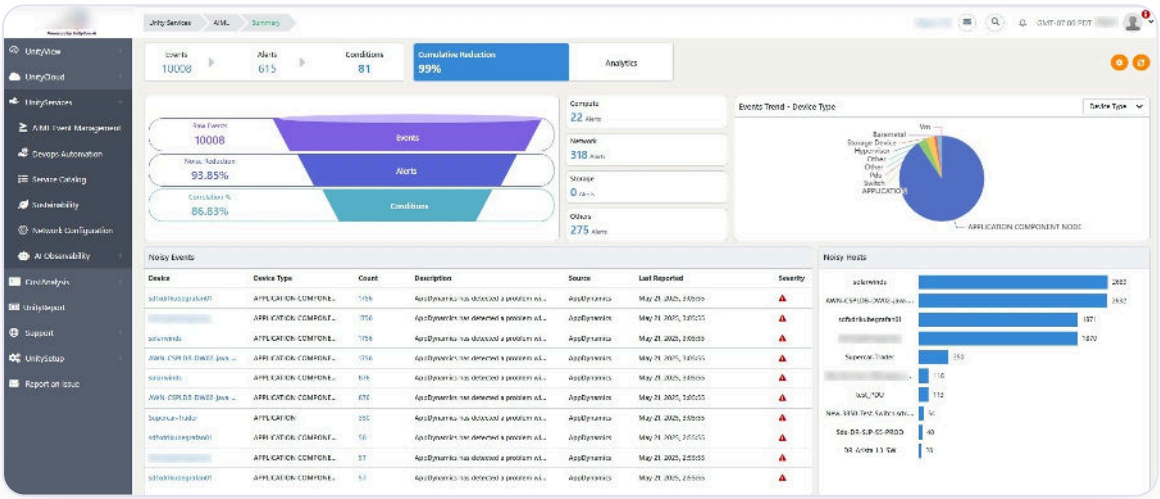
Change and topology context
Every incident enriched.

Agentic remediation
Routine incidents resolved autonomously.

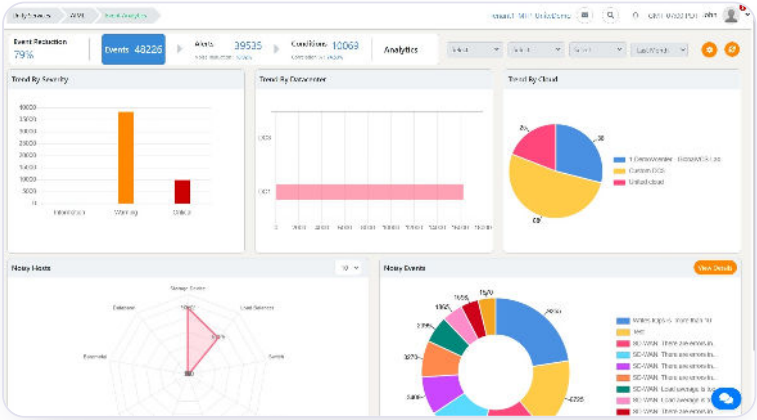
Human approval
High-stakes actions gated.

ITSM integration
Tickets, routing and escalation.

Audit trail
Every action logged and reversible.



Events, alerts and conditions in one dashboard.



Event analysis by severity, data center and cloud.

RESULTS

What the team achieved

Up to 85%
L1/L2 incidents resolved autonomously

20–30%
Lower mean time to resolution

~70%
Alert noise eliminated

40–60%
Less manual overhead

Results as published on unityone.ai. The team also prevented change-caused outages by catching high-risk changes before production.

WHY UNITYONE

Trusted automation
Approvals and reversible actions.

Any number of tools
One stream from every monitor.

Proven
85% of L1/L2 resolved autonomously.

GETTING STARTED

STEP 1
Explore
Try AIOps in the UnityOne AI Playground.

STEP 2
Connect
Bring two or three monitoring tools into one stream.

STEP 3
Automate
Turn on runbooks with the approvals you choose.

GET STARTED

See Cerne™ AIOps in action

Explore the platform hands-on in the UnityOne AI Playground, or talk to our team about turning alert noise into resolved incidents.

▷ Enter Playground ✉ Contact Us

Email: contact@unityone.ai · Playground: cerne.unityone.ai · Sales: unityone.ai/contact-us

© Copyright 2026 By UnityOne AI