

CERNE™ AIOPS VALUE REPORT

The business value of AI-powered IT operations

What it is worth to replace alert storms and manual triage with correlated incidents, root cause in seconds and governed automation.

85%

L1/L2 incidents resolved autonomously

Under human-in-the-loop governance.

20–30%

Faster mean time to resolution

Real-time correlation and RCA.

~70%

Alert noise eliminated

Ending nightly triage of low-value alerts.

40–60%

Less manual overhead

On-call freed from routine tickets.

In this report

1 · Where the value comes from

2 · Proof from an enterprise ITOps team

3 · Worked example: a 12-engineer ops team

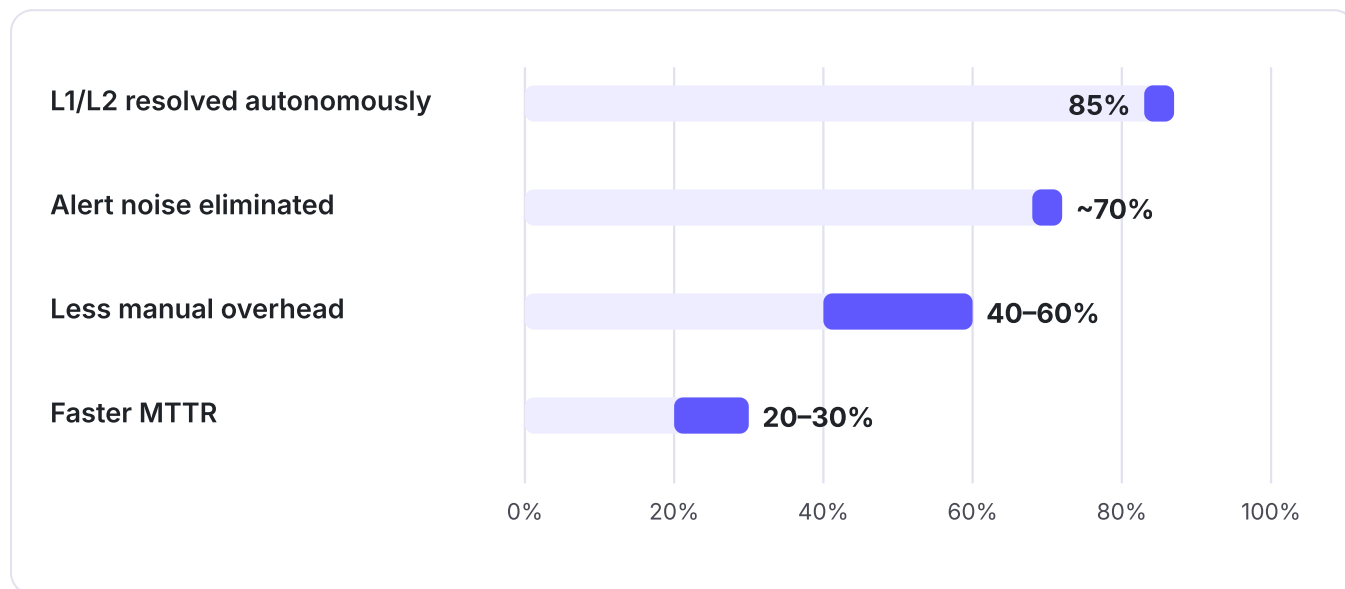
4 · Value beyond the numbers

Percentages are UnityOne AI published AIOps figures from unityone.ai. The worked example on pages 4–5 is a model built on stated assumptions, not a quote or guarantee.

1 · WHERE THE VALUE COMES FROM

Published improvement ranges

The dark bar shows each range; the light bar runs from zero.



Less downtime

Faster resolution shortens every outage.



More engineering time

Routine incidents resolved without people.



Fewer outages

Risky changes and capacity issues caught early.



Fewer consoles

Every tool in one correlated stream.

2 · PROOF

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

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

The solution

- ✓ 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

**Up to
85%**

**L1/L2 incidents
resolved
autonomously**

20–30%

**Lower mean time
to resolution**

~70%

**Alert noise
eliminated**

40–60%

**Less manual
overhead**

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

3 · WORKED EXAMPLE

What AIOps could be worth for a 12-engineer ops team

A transparent model. Each input is either a published UnityOne figure or a stated assumption you can replace with your own.

Input	Value used	Result
On-call and L1/L2 team	12 engineers at \$110K loaded cost (assumption)	
Time on incidents	60% (assumption)	\$792K per year
Manual overhead reduction	40–60% (published)	\$317K–\$475K
Major incidents	40 per year, 3 hours each (assumptions)	120 hours
Cost of downtime	\$50K per hour (assumption)	\$6.00M per year
MTTR reduction	20–30% (published)	\$1.20M–\$1.80M
Monthly alerts	10,000 (assumption)	~7,000 removed (~70%)

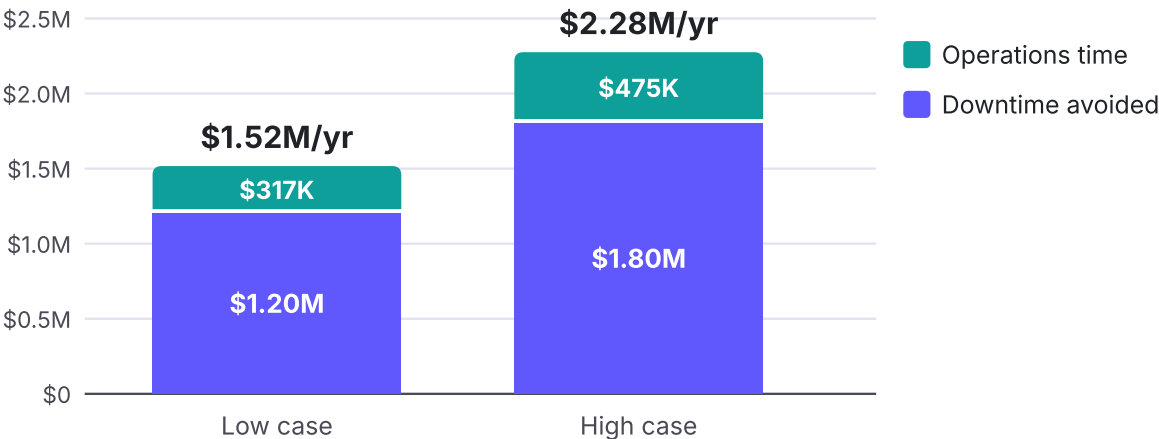


3 · WORKED EXAMPLE, CONTINUED

Annual and three-year value

Annual value by source

Operations time: 40–60% of \$792K. Downtime: 20–30% of \$6.00M.



**\$1.52M–
\$2.28M**

Value per year

**\$4.55M–
\$6.83M**

Value over three years

~7,000

Fewer alerts per month

Values are before subscription cost. Downtime cost varies widely by business; replace the assumptions on page 4 with your own, or ask our team to model your operations.

4 · VALUE BEYOND THE NUMBERS

What teams gain that a spreadsheet can't show

 Healthier on-call No more nightly triage of low-value alerts.	 Trusted automation Approvals, rollback and audit trails.
 Explainable AI The reasoning behind every diagnosis.	 Shared knowledge A consolidated incident-lifecycle knowledge base.
 Prevention Change risk and predictive alerts stop outages.	 Cleaner ITSM Accurate tickets, routing and escalation.

Build your own business case

Gather these inputs and our team will model your value with you:

- | | |
|-------------------------------------|---|
| ✓ On-call team size and loaded cost | ✓ Major incidents per year and their duration |
| ✓ Share of time spent on incidents | ✓ Cost of downtime per hour |
| ✓ Monthly alert volume | ✓ Number of monitoring tools in use |

GET STARTED

Model the value for your operations

Explore AIOps hands-on in the UnityOne AI Playground, or ask our team to build a value model for your team.

▶ [Enter Playground](#)

✉ [Contact Us](#)

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