CUSTOMER CASE STUDY · ENTERPRISE IT OPERATIONS

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

THE CUSTOMER

An enterprise IT operations team running more than twenty monitoring tools, whose leadership would not approve AI acting unsupervised in production.

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
- No trust in unsupervised AI in production

The solution

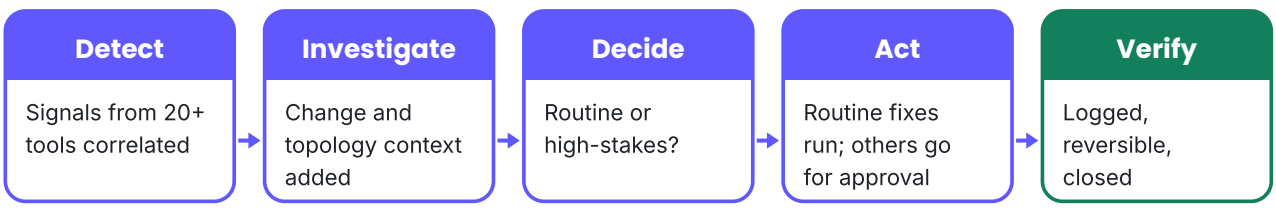
- Unified every signal into one correlated incident stream
- Enriched incidents with change and topology context
- Governed agentic automation resolved routine L1/L2 incidents
- High-stakes actions gated for human approval; every action logged and reversible

Agents deployed

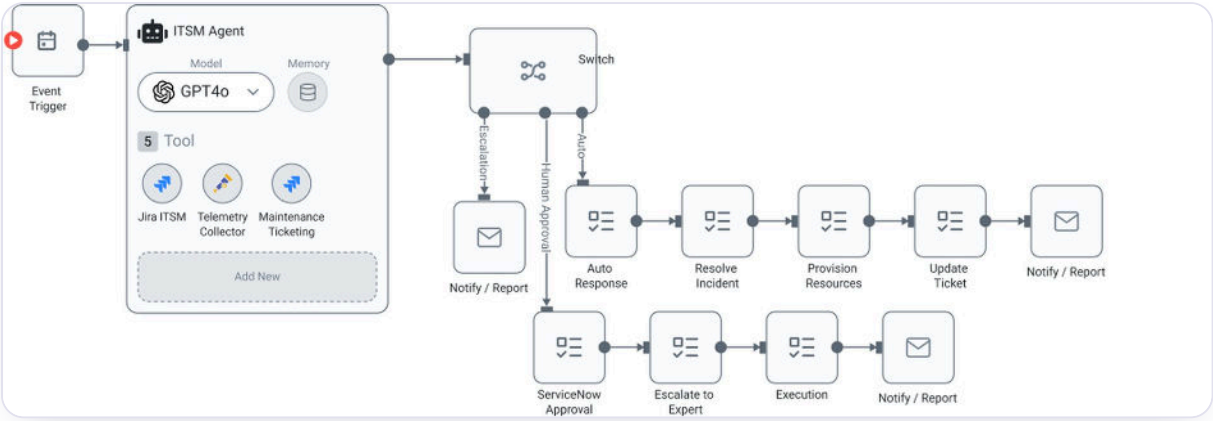
ITSM Agent

CloudOps Agent

How the agents handled it



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The ITSM agent pattern: auto-resolve routine incidents, or route through ServiceNow approval and escalation.

RESULTS

The impact

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. Results vary by environment.

WHY CERNE™ AGENTS

Specialized
Six agents built for real ITOps work.

Governed
Auto, approval or escalate by policy.

Connected
300+ integrations and one data model.

GET STARTED

Put Cerne™ agents to work

See the agent ecosystem hands-on in the UnityOne AI Playground, or talk to our team about which agents to deploy first in your hybrid and multicloud estate.

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