CERNE™ AGENT ECOSYSTEM

CloudOps Agent

Keeps hybrid and multicloud environments healthy, compliant and right-sized. Cloud environments drift from their intended state, scale at the wrong time and generate alerts faster than teams can act. The CloudOps Agent correlates telemetry, logs and topology, then auto-heals, fixes drift, scales and raises change requests, asking for approval when the policy says so.

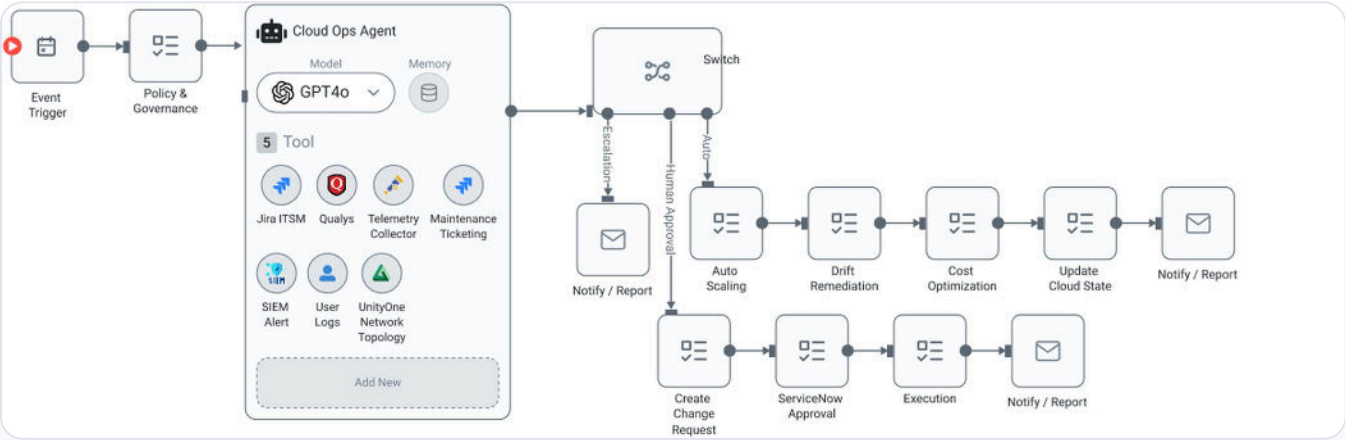
The problem it solves

- Configuration drift nobody notices until it breaks
- Manual healing and scaling at 3 a.m.
- Changes raised and tracked by hand
- Alerts without context from security and topology

20–30%

lower mean time to resolution

Published UnityOne AI enterprise ITOps case study.



CloudOps Agent workflow: event trigger, policy check, agent with Jira, Qualys, SIEM and topology tools, then auto scaling, drift remediation, or change request with ServiceNow approval.

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HOW THE CLOUDOPS AGENT WORKS

From trigger to governed outcome

Trigger

- Event-driven alerts
- Policy and governance signals

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AI service agent

- Correlates telemetry, logs and topology
- Identifies incidents and optimization opportunities

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Tool integrations

- ITSM: Jira and ticketing systems
- Monitoring: telemetry collector, Qualys
- Security: SIEM alerts, user logs
- Context: network topology, maintenance data

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Outcome

- Reduced MTTR and operational effort
- Improved system reliability
- Continuous governance and reporting

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Actions

- Auto-healing and drift remediation
- Auto scaling and cost optimization
- Change request, ServiceNow approval and execution

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Decision engine

- Classifies issue severity
- Decides to auto-remediate, seek approval or escalate

Decision modes: Auto | Approval | Escalate

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.

▷ Enter Playground | ✉ Contact Us

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

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