CUSTOMER CASE STUDY · ENTERPRISE IT OPERATIONS

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

THE CUSTOMER

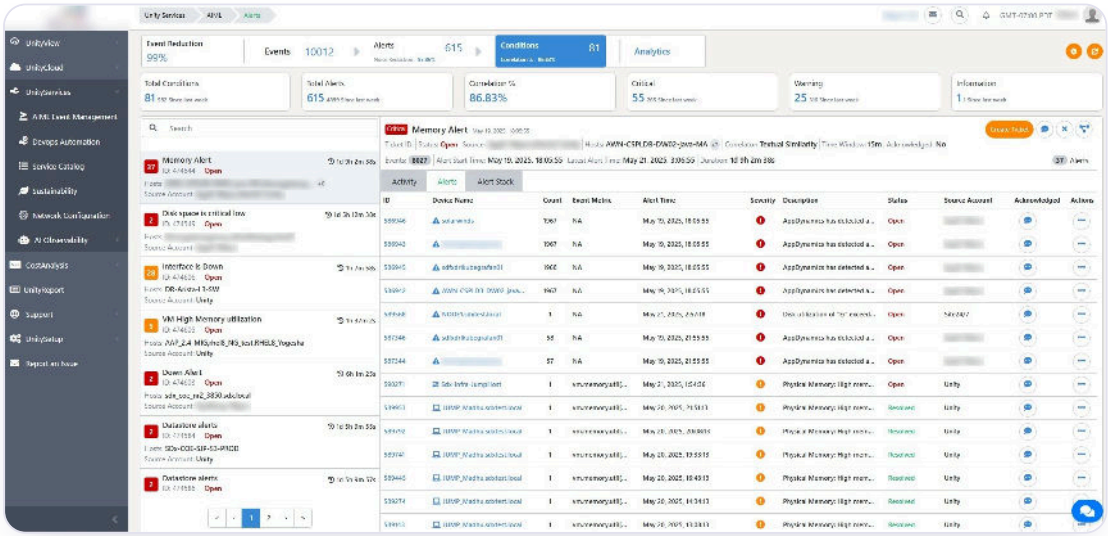
An enterprise IT operations team running more than twenty monitoring tools, with leadership that would not approve AI acting unsupervised in production.

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 automation resolved routine incidents autonomously
- High-stakes actions gated for human approval; every action logged and reversible



One correlated incident stream with the full alert stack.

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RESULTS

The impact

Up to 85%
L1/L2 incidents resolved autonomously

20–30%
Lower mean time to resolution

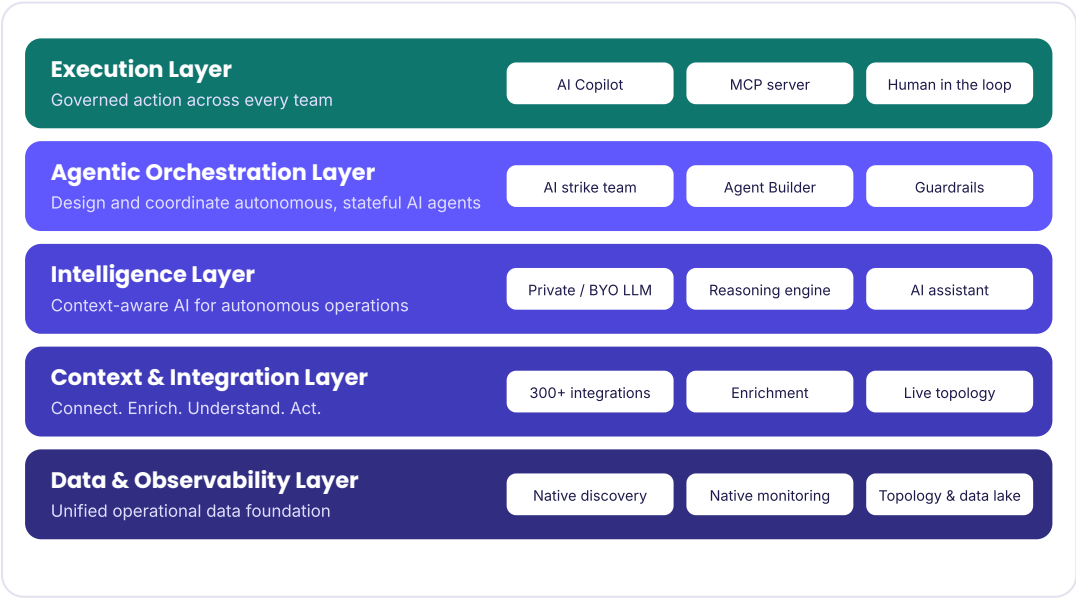
~70%
Alert noise eliminated

40–60%
Less manual overhead

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

How Cerne™'s layers delivered it

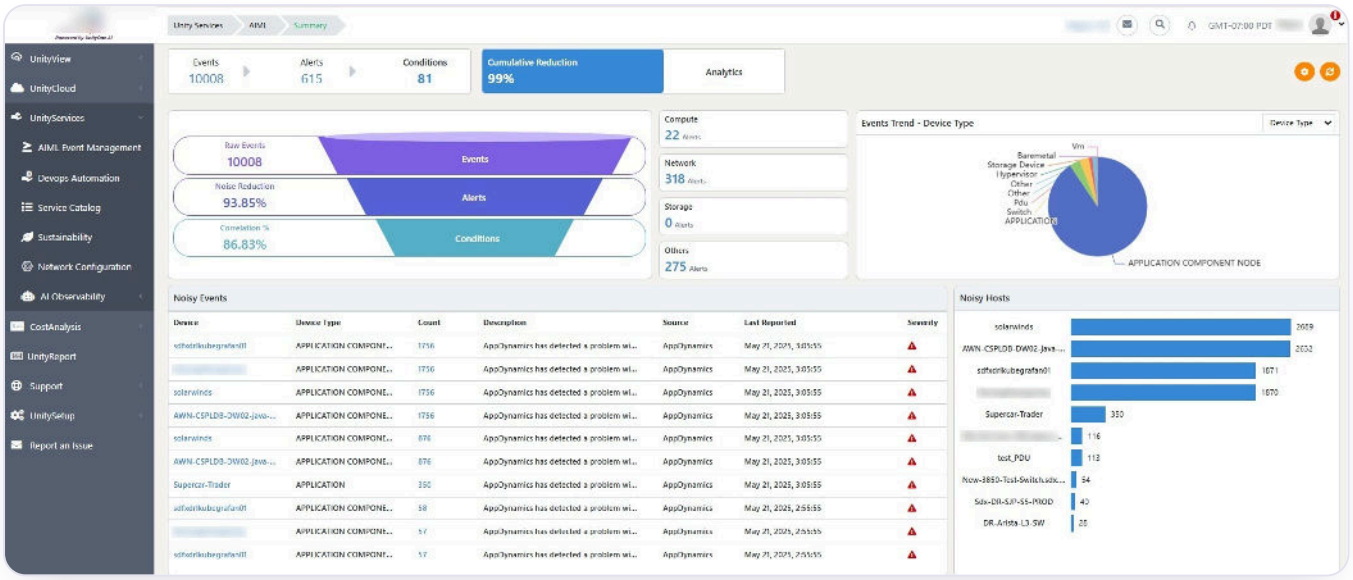
Layer	What was used
Data & Observability	Signals from 20+ monitoring tools ingested into one stream
Context & Integration	Change and topology context added to every incident
Intelligence	Correlation and root cause analysis
Agentic Orchestration	Agents resolving routine L1/L2 incidents
Execution	Human approval for high-stakes actions; logged, reversible execution



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IN THE PRODUCT

What the team works with every day



Events, alerts and conditions in one dashboard.

WHY CERNE™

Most comprehensive
DCIM, AIOps, HCMP, FinOps, GreenOps and GenAI in one.

Agentic by design
Agents act within your guardrails.

Proven at scale
350+ global customers.

GET STARTED

See Cerne™ in action

Explore the Agentic Cloud Management Platform hands-on in the UnityOne AI Playground, or talk to our team about autonomous operations for 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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