CUSTOMER CASE STUDY · MANUFACTURING

# A global machinery manufacturer replaces siloed monitoring with unified AIOps

## THE CUSTOMER

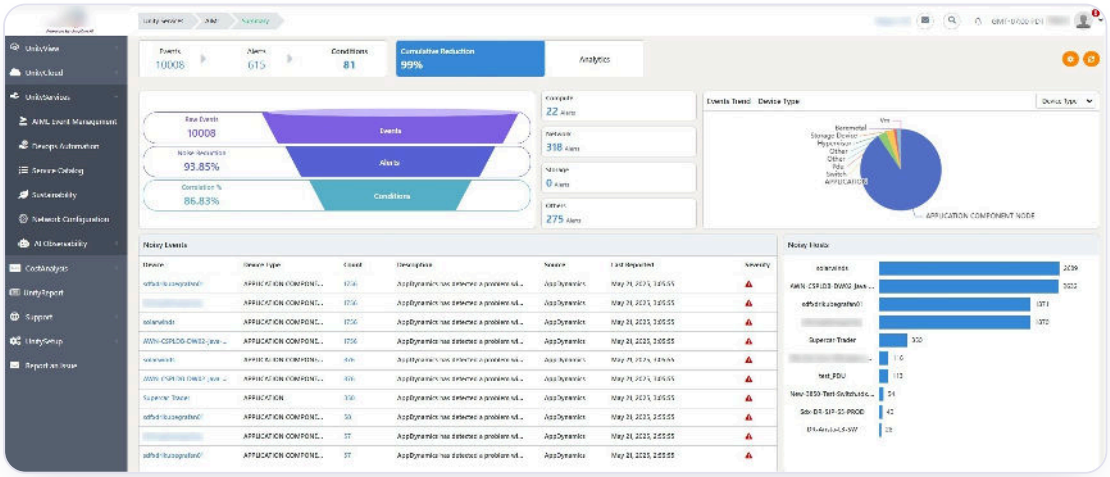
A US-based global manufacturing company with multiple international plants producing high-end machinery equipment.

## The challenge

- Monitoring tools operated in silos, disrupting daily operations
- Events not correlated, slowing issue identification
- No end-to-end infrastructure visibility for planning
- No role-based dashboards; manual ticketing

## The solution

- Full-stack hybrid IT discovery and dependency mapping
- Unified monitoring replacing multiple legacy tools
- AI/ML event and alert correlation
- Rule-based auto-ticketing and single-step auto remediation
- Persona-based dashboards for IT directors, operations and development




*Unified event and incident dashboard.*

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WHAT CHANGED

# What the customer gained

**Fewer tools**
Legacy monitoring tools consolidated.

**End-to-end visibility**
Hybrid IT and its dependencies mapped.

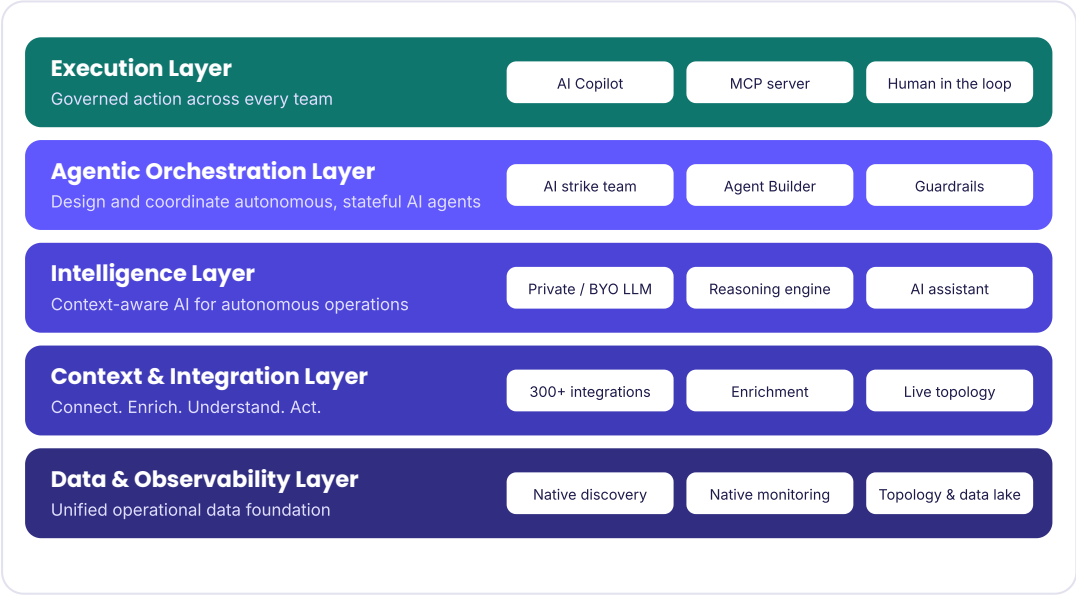
**No manual tickets**
Rule-based routing to the right teams.

**Right view for every role**
IT directors, operations and developers.

The published case study describes the capabilities delivered; quantified results were not available in the published text, so outcomes are described qualitatively.

## How Cerne™'s layers delivered it

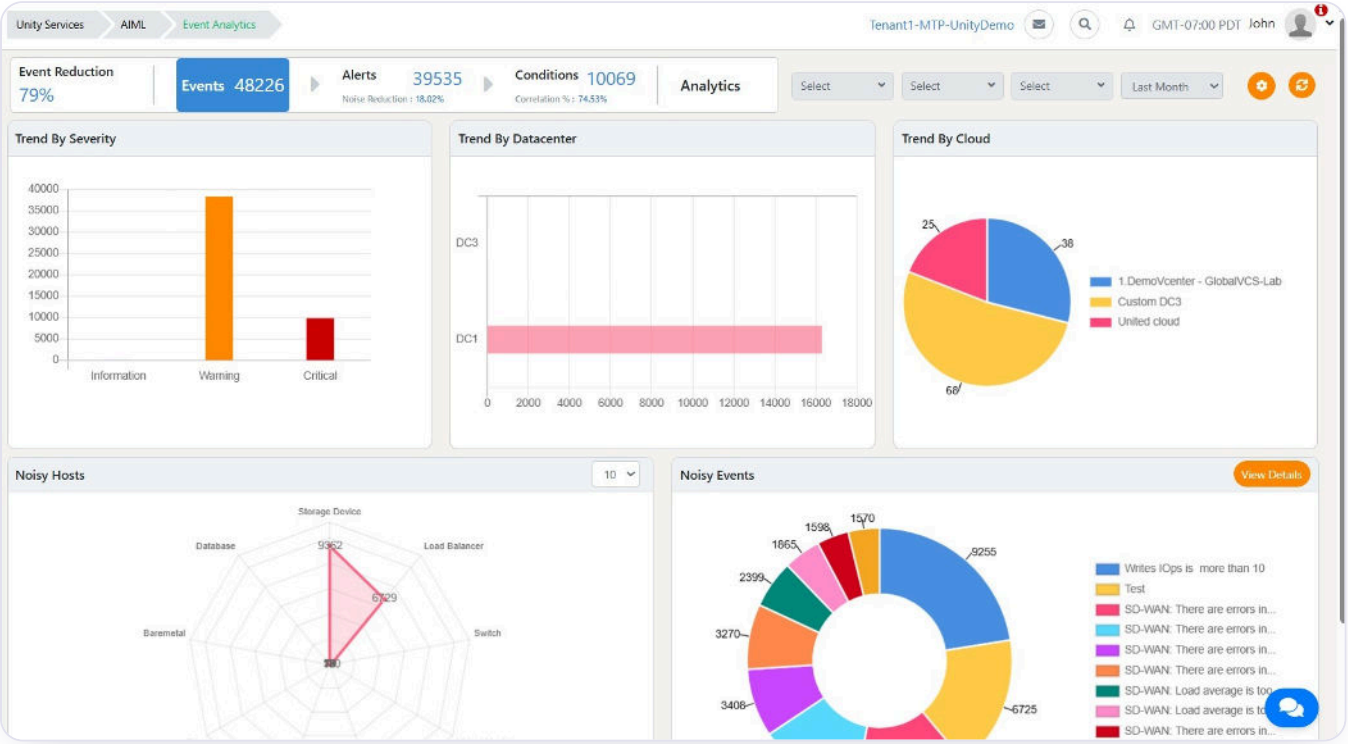
| Layer | What was used |
|---|---|
| **Data & Observability** | Auto discovery and unified monitoring |
| **Context & Integration** | Dependency mapping across hybrid IT |
| **Intelligence** | Continuous AI/ML correlation of events and alerts |
| **Execution** | Auto-ticketing, auto remediation and persona dashboards |




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IN THE PRODUCT

# What the team works with every day




*Event analysis by severity, site and noisy hosts.*

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.

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