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CONSULTING

SOLUTION GUIDE

AI Ops:

Turning Reactive IT Into An Automated Performance Engine

Aditi Consulting · AI-Powered Operations

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FOREWORD

Why This Matters Now

Modern IT teams are being asked to do more in environments that are becoming harder to operate. More applications. More infrastructure. More signals. More expectations for availability and speed.

But the people responsible for keeping those environments reliable still have finite attention. When that attention is consumed by alert noise, manual triage, recurring incidents, and constant escalation, the cost reaches far beyond incident response.

The scale of that problem is significant. There is also growing evidence that AIOps can materially change the equation — and when AI is applied deliberately to high-volume, repeatable operational work, the impact can be even more pronounced.

These numbers point to a larger opportunity.

$322B

Estimated annual productivity loss tied to cognitive overload in technology organizations.

SOURCE: IT REVOLUTION

~40%

Reduction in MTTR reported in industry research on AIOps, alongside improvements in incident detection and troubleshooting accuracy.

VIEW THE RESEARCH

93%

Reduction in alert volume achieved in one Aditi enterprise AIOps implementation, helping engineers focus on issues that actually required action.

SEE THE CASE STUDY

AIOps is not simply about resolving incidents faster. It is about reducing the repetitive operational work competing for engineering attention so people can spend more time on reliability, prevention, optimization, and the improvements that move the environment forward. That is the argument at the center of this guide.

01 · THE ARGUMENT

The Real Constraint in Modern IT is Capacity

When IT teams spend their time responding to recurring incidents, the cost shows up in more than MTTR. Reliability improvements slow. Engineering capacity disappears into triage and escalation. Technical debt compounds. And the people responsible for making operations better have less time to prevent the next problem.

That is the capacity trap in modern IT.

Most IT and operations teams care deeply about service quality and reliability. The challenge is structural. In a reactive operating model, incidents dictate priorities and stability depends on sustained human intervention.

Teams spend valuable time triaging signals, connecting context across systems, coordinating escalations, and restoring service. Those activities are necessary in the moment, but when they dominate the operating model, there is less capacity available to eliminate root causes and improve the environment over time.

Operational excellence cannot depend on people continually absorbing more complexity. Reliability has to be engineered into the way systems operate so teams can spend less time recovering and more time improving.

The Cost of the Capacity Trap on Operations

The teams responsible for improving reliability are often the same teams consumed by the work required to maintain it.

Recurring incidents, manual workarounds, and escalations absorb engineering capacity. Operational costs rise. Improvement work is delayed. Technical debt becomes harder to address because immediate issues continually take precedence over longer-term fixes.

Traditional operating models can reinforce that cycle by rewarding rapid containment rather than durable resolution.

Over time, urgency displaces importance.

The result is an operating environment where teams work harder to maintain stability without creating enough room to systematically improve it.

THE TAKEAWAY

The constraint is not effort. It is capacity. When recurring operational work consumes the people responsible for improving reliability, organizations lose the time and attention required to eliminate the causes of that work.



02 · THE ARGUMENT

Why Traditional Monitoring & Fragmented Automation Aren't the Solution

More visibility does not automatically create more capacity.

Traditional monitoring and static dashboards can tell teams when something is wrong, but they still depend on people to interpret the signal, establish context, decide what matters, and determine what to do next.

As environments become more complex, that creates a familiar pattern. Engineers stitch together logs and alerts across multiple systems, ticket volume outpaces available attention, and mean time to resolve (MTTR) rises.

Service-level agreements (SLAs) come under pressure, incidents recur, and alert fatigue makes it harder to distinguish the important signal from the surrounding noise.

Existing investments often address pieces of this problem without changing the underlying operating model:

01 Monitoring surfaces problems, but still routes the work to people.

02 Rule-based automation accelerates predefined steps, but does not adapt as conditions change.

03 Alert volume competes for human attention, often creating more noise instead of greater clarity.

That matters because human judgment becomes more valuable as operational complexity increases, not less. When engineers spend that judgment on repetitive correlation, routing, and triage, they have less of it available for exceptions, root-cause analysis, architecture, and reliability improvement.

Adding more tools to an already fragmented environment does not solve the problem if the work ultimately continues to accumulate with the same people.

ALERT NOISE • MANUAL TRIAGE • RECURRING INCIDENTS • ESCALATIONS • RISING MTTR

THE TAKEAWAY

Monitoring improves visibility. Automation can accelerate a task. Neither necessarily changes who absorbs the operational burden. The opportunity is to reduce the repeatable work competing for human attention.





03 · THE SHIFT

AIOps as an Operating Model Shift Not a Tool Upgrade

AIOps creates value when it changes how operational work gets done.

Rather than simply adding another layer of tooling, AIOps can apply intelligence to repeatable parts of incident management such as prioritization, correlation, contextualization, and routine remediation.

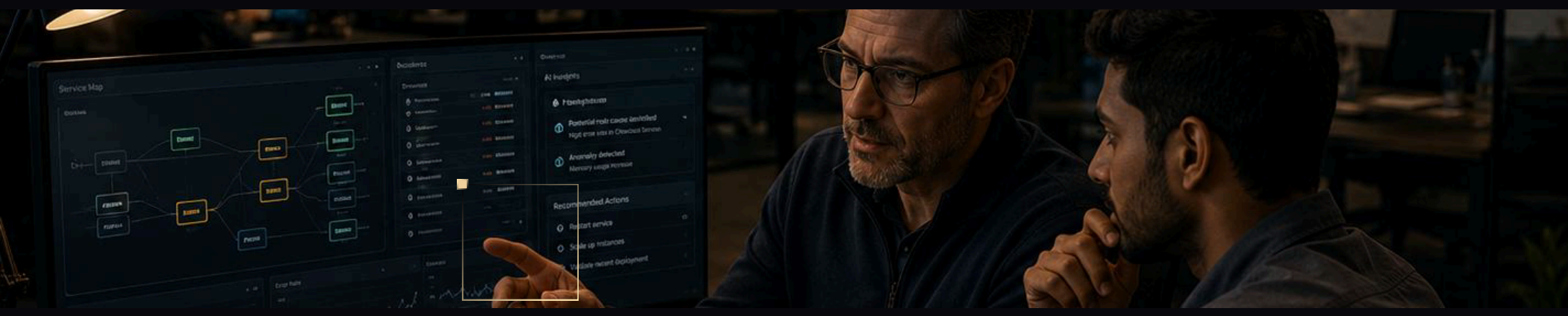
The objective is not automation for its own sake. It is a more reliable and scalable operating environment in which issues are resolved more consistently and engineers stay responsible for the judgment that matters.

That can reduce the cognitive work required to move from signal to action and give teams back time that would otherwise be spent repeatedly solving familiar problems.

- Issues are resolved more consistently
- Operational variance is reduced
- Recurring failure modes can be identified and systematically addressed
- Engineers remain responsible for judgment, exceptions, governance, and improvement

AI is most useful here as an amplifier of operational expertise.

The more repeatable work the system can handle reliably, the more human attention can shift toward the work that requires context: understanding why problems recur, improving architecture, strengthening resilience, and deciding where automation should expand next.



04 · THE SHIFT

From Faster Resolution to Sustained Improvement

Reduced MTTR is an important outcome, but it is only one measure of progress.

FOR OPERATORS	Fewer redundant alerts, less manual investigation, faster root-cause identification, and fewer after-hours escalations.
FOR ENGINEERING AND INFRASTRUCTURE LEADERS	Reclaiming capacity for prevention, optimization, platform improvement, and other work that is difficult to prioritize when teams are continually responding to incidents.
FOR THE BUSINESS	More consistent service delivery without requiring operational effort to scale at the same rate as complexity.

The broader opportunity is what organizations do with the capacity they regain. When teams spend less time repeatedly restoring service, they can invest more attention in making the environment more reliable in the first place.

THE TAKEAWAY

AIOps should do more than resolve incidents faster. Its strategic value is the engineering capacity it can return to the organization by reducing repetitive operational work and creating more room for prevention and improvement.



Aditi's AI-Powered Operations Solution Pack Engineers Capacity Back Into Modern IT

AIOps works best when autonomy grows alongside trust.

Aditi Consulting approaches AI-Powered Operations as an evolution of the operating model rather than a stand-alone technology deployment. The focus is on applying AI where the work is repeatable and the outcome can be measured, while maintaining appropriate human governance as automation expands.

That starts with sequencing. Rather than automating every incident type at once, teams can begin with high-confidence operational patterns where actions, risks, and success measures are well understood. From there, performance can be observed and validated before greater autonomy is introduced.

THIS CREATES A PRACTICAL PROGRESSION

01 **Start with high-confidence use cases.**

Target repeatable incident classes where signals, context, and remediation paths are sufficiently understood.

02 **Work within the existing environment.**

Connect intelligence and automation to the monitoring, observability, ITSM, and communication tools teams already use rather than introducing another disconnected workflow.

03 **Make performance observable.**

Measure accuracy, resolution outcomes, exceptions, and operational impact so teams can understand how automation is behaving.

04 **Keep people in control.**

Use human review and governance where risk, ambiguity, or business impact requires judgment.

05 **Expand as evidence builds.**

Increase the scope of automation as performance and trust mature.

Over time, the information generated through AI-enabled operations can also help teams identify recurring failure patterns, improve documentation, redesign processes, and eliminate root causes. That is where the model begins to compound — automation reduces repetitive work, while the insight generated through operations helps engineers improve the systems producing that work.

THE TAKEAWAY

The goal is not maximum autonomy on day one. Start where the operational pattern is understood, prove the outcome, and expand automation as accuracy and trust develop.

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06 · THE APPROACH

An Easy Entry Point for AI Adoption

For organizations looking to move AI beyond experimentation, IT operations offers a practical place to prove value.

The work is already occurring. The signals already exist. Outcomes such as MTTR, incident volume, escalation rate, operational load, and service reliability can be observed and measured.

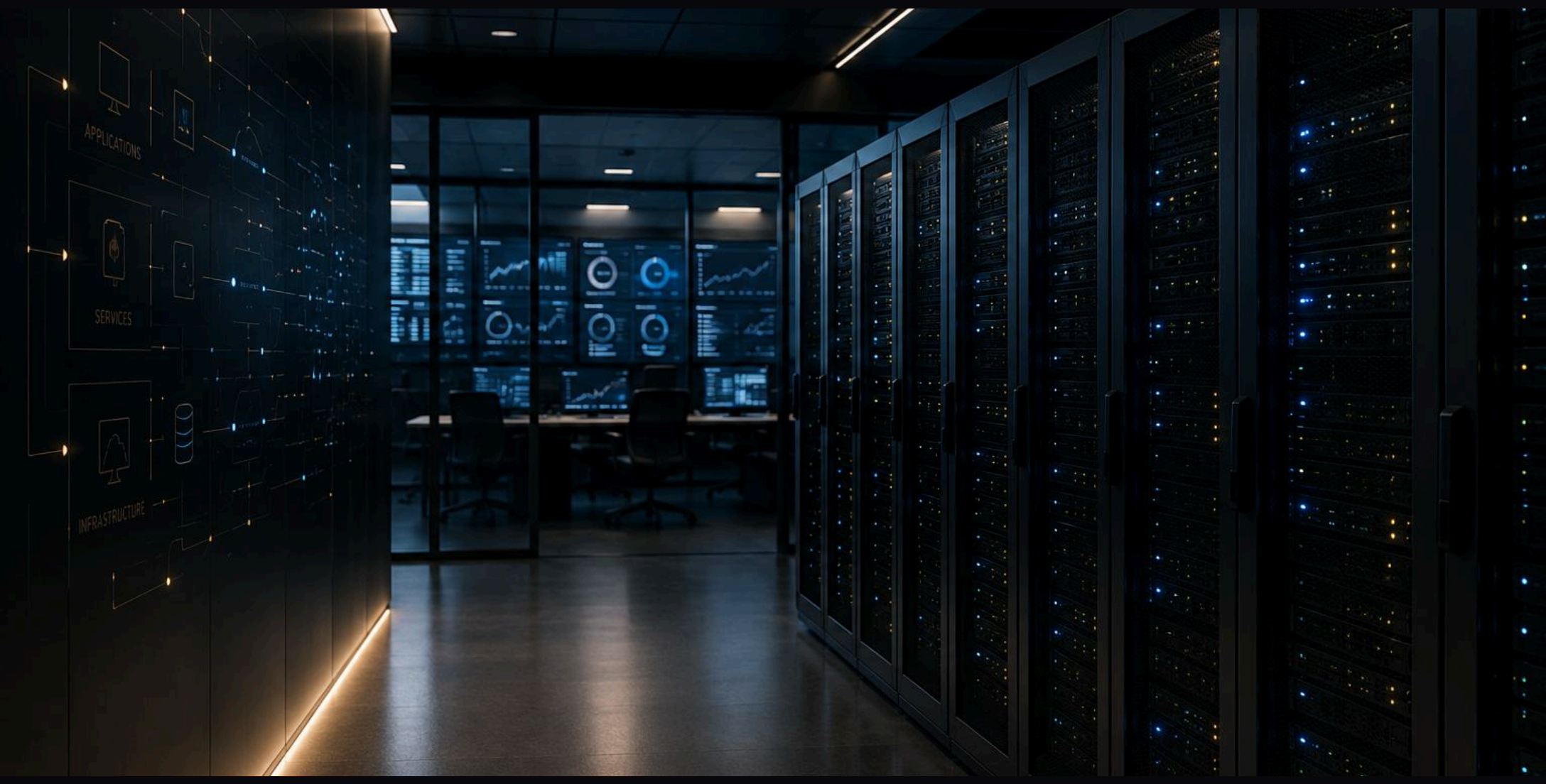
That makes AIOps a bounded way to apply AI to an existing workflow rather than beginning with a large-scale transformation program.

Those improvements can demonstrate whether AI-enabled decision support and automation are creating value in a real enterprise environment. They also give organizations an opportunity to establish the governance, performance measures, and human oversight needed before automation expands into more complex workflows.

AS REPEATABLE OPERATIONAL WORK IS REDUCED, TEAMS CAN REGAIN CAPACITY TO

- Address recurring incident classes
- Improve documentation and self-service
- Reduce after-hours burden
- Investigate root causes
- Strengthen system resilience

The significance is not simply that AIOps can become an early AI use case. It can help organizations learn how to deploy AI responsibly while producing an operational outcome that teams and leaders can see.



OUTCOME SNAPSHOT

What This Looks Like at Enterprise Scale

What could AIOps make possible? One enterprise example offers a useful view.

Aditi worked with a major U.S. telecom provider whose operations teams were managing high alert volumes, fragmented monitoring tools, manual root-cause analysis, and an increasingly reactive incident model. After implementing an AI-powered operations framework, the organization achieved:

93%

Reduction in alert volume

Automated correlation and suppression eliminated redundant and low-priority alerts, helping engineers focus on issues that actually required action.

60%

Faster MTTR

Agent-powered diagnostics and guided remediation accelerated triage and resolution, moving incident response from hours toward minutes.

20%

Lift in operational capacity

Reducing manual investigation gave operations teams more time to focus on reliability engineering and increased overall capacity and throughput.

100+

Business-critical applications supported

The model scaled automated incident response across a large application estate without requiring additional headcount to scale with it.

The organization also improved SLA performance through proactive detection and automated resolution.

These results are specific to this engagement, but they illustrate what can happen when AIOps is applieddeliberately to high-volume, repeatable operational work.

The organization did not begin by automating everything. It started with high-confidence incident patterns, bringing together AI, automation, and observability to improve alert correlation, root-cause detection, anomaly detection, routing, and remediation. That phased approach allowed the team to validate performance while progressively reducing the manual work involved in incident response. The organization also improved SLA performance through proactive detection and automated resolution.

READ THE FULL AIOPS CASE STUDY →

THE TAKEAWAY

AIOps can create value by reducing the volume of repeatable operational work that consumes engineering attention. In practice, that can mean less noise, faster resolution, and more capacity for the work that improves reliability over time.



07 · THE CLOSE

AIOps Enables What's Next: Leadership Defines the Result

The decision for technology leaders is not whether operations teams should work harder. It is where human expertise creates the most value.

When engineers spend their time repeatedly correlating alerts, routing incidents, applying known fixes, and responding to familiar failure modes, organizations are using scarce expertise to absorb work that may increasingly be automated.

AIOps provides another option. By applying AI to repeatable operational work, organizations can reduce the human effort required to maintain stability and create more capacity for root-cause elimination, resilience engineering, and platform improvement.

FOR A CIO OR CTO	Advancing an AI agenda while creating capacity within the existing technology organization.
FOR INFRASTRUCTURE AND CLOUD LEADERS	Reducing MTTR, operational load, and the amount of engineering time consumed by repeat incidents.
FOR DEVOPS AND SRE TEAMS	Less manual triage, fewer redundant alerts, and lower operational toil.
FOR PLATFORM AND ENGINEERING LEADERS	Returning more technical capacity to the work that improves the environment instead of simply maintaining it.

The specific result should be defined by the organization. AIOps is the mechanism, not the outcome. For some teams, success may begin with MTTR. For others, it may be fewer escalations, reduced after-hours work, better reliability, lower operational cost, or more engineering capacity available for strategic initiatives.

START HERE

Four steps to a responsible starting point

01

Define the operational outcome.

What needs to improve: MTTR, reliability, alert volume, toil, cost, or engineering capacity?

02

Identify the repeatable work.

Which incident classes, triage activities, or remediation steps repeatedly consume human attention?

03

Establish the guardrails.

Where can automation act confidently, and where should human judgment remain in the loop?

04

Prove before you expand.

Measure accuracy and operational impact, then increase autonomy as evidence and trust develop.

A structured AIOps readiness assessment can help establish that baseline, identify high-confidence use cases, and define how success should be measured before autonomy expands.

THE TAKEAWAY

AIOps does not define the destination. Leadership does. Start with the outcome, apply AI where it can remove repeatable operational work, and use the capacity gained to improve what matters next.



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ABOUT ADITI CONSULTING

The Outcome Engineering Partner

Aditi Consulting is The Outcome Engineering Partner, helping enterprises transform with AI by combining accountability for outcomes with the capacity to execute. We bring together AI, engineering expertise, and global delivery capacity to meet organizations where they are—whether they need a partner to shape the path to an outcome or the specialized capabilities and scale to deliver on a strategy already in motion. From modernizing what exists to building what's next, Aditi turns possibility into measurable impact while amplifying what people do best.

Learn more: https://www.aditiconsulting.com/.

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