



AI led Smart Ticket Triaging Powered by ADAM

BRILLIO – MSFT CONNECT

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IT Operations teams are overwhelmed by **rising alert noise, escalating costs, and workforce burnout**



Rising IT Complexity

Hybrid/multi-cloud estates, fragmented tools, and massive data volumes make operations increasingly unmanageable



Escalating Costs & Technical Debt

Legacy rule-based processes and tool sprawl drive up run costs while slowing agility and innovation



Limited Visibility & Proactive Insights

Incomplete system maps and siloed data prevent end-to-end observability, leaving IT reactive and business users spotting issues first



Persistent Service Instability

Despite heavy investments, outages and incidents still take too long to resolve, keeping business operations at risk



Talent Fatigue & Skills Gap

Engineers are stuck firefighting low-value tickets, while AI/automation talent remains scarce — leading to burnout and attrition

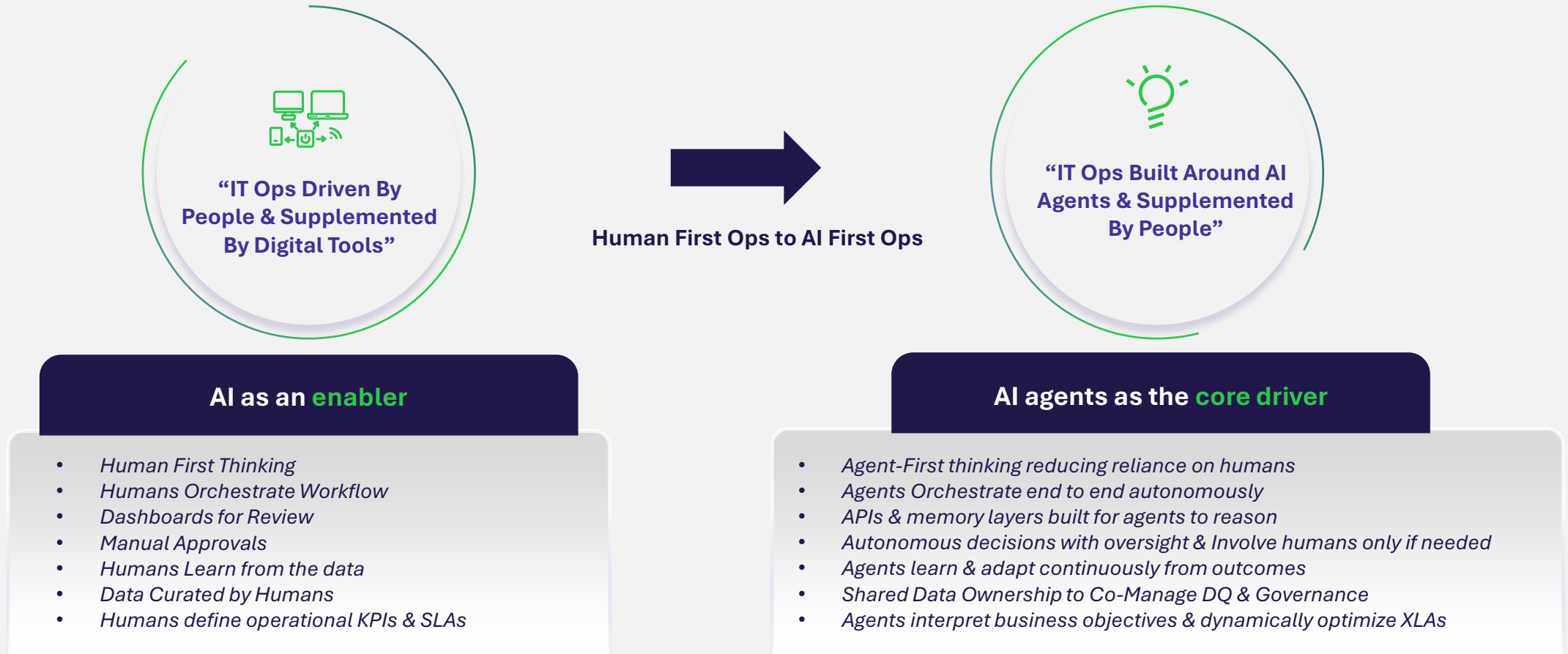


Rising Risk & Compliance Pressures

Cyber threats, regulatory demands, and the need for always-on resilience put enterprises under constant business risk

Enterprises are pivoting from Human-led IT Ops to **AI-first, Agent-driven Ops**

Enterprises are reallocating IT budgets - cutting spend in mature IT Ops (-14%) to fund accelerated growth in AI (+48%) in the next 12 months, balancing cost pressure with the need for innovation



Brillio's AI led AMS Solutions

Application Alerts Duplicates & Noise Reduction

AI filters non-relevant, duplicate, and downward-trending alerts at source using metric thresholds and log patterns to prevent unnecessary ticket creation

Smart Ticket Triaging for Application Incidents

AI-driven intent classification, context enrichment at intake, automatic categorization/subcategorization of tickets and route tickets to the right resolver group

Proactive Prevention of Application End-User Tickets

Detecting anomalies, drift, and access/data mismatches early across apps and databases, triggering preventive fixes even before tickets are created

Intelligent Network Link Failure Management

AI proactively detects connectivity degradation, orchestrates ISP vendor engagement, and drives end-to-end incident lifecycle automation - delivering faster recovery & eliminating manual L1 intervention

Predictive Server Performance & Capacity Management

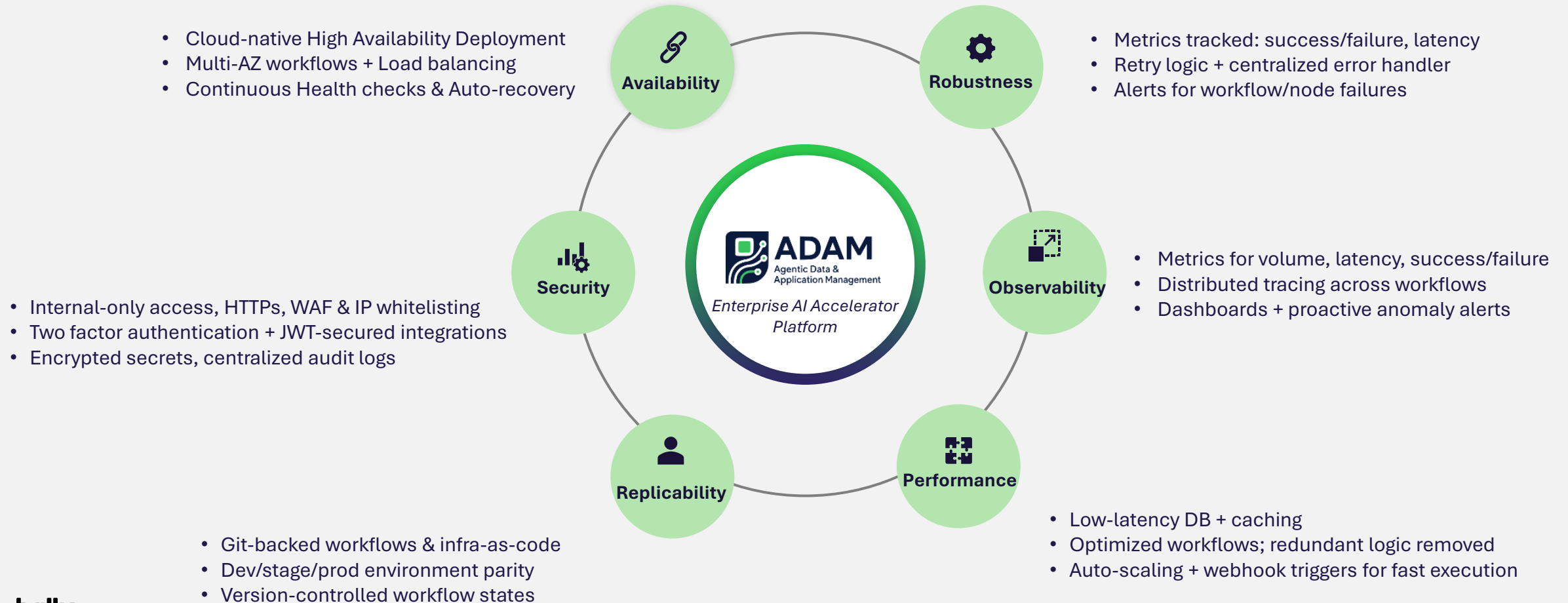
AI forecasts CPU, memory, and disk saturation, considers upward/downward trend to filter noise, performs smart incident creation & triaging and provides smart recommendation and scaling decisions align with policies

Auto Device / Service Availability Management

AI continuously monitors device/service health, predicts failures, performs smart ticket creation & triaging, and drives recovery workflows - restoring availability rapidly with zero L1 involvement

How AI led AMS Agents Run in Production

ADAM embeds availability, robustness, security, observability, replicability, and performance - ensuring agents operate reliably in mission-critical environments



ADAM Agent Marketplace accelerating Autonomous Service Management



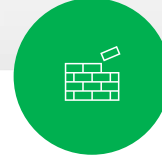
Incident Management & Response

Ticket Triage & Routing
Auto-Resolution Agent
Knowledge Management Agent
Log Analysis Agent
Performance Monitoring Agent
Predictive Alerting Agent
Correlation Agent
Root-Cause Analysis (RCA) Agent
Post-Incident Review Agent
Auto-Remediation Agent



Observability & Monitoring

Metrics Collector Agent
Log Ingestion Agent
Alert Correlation & De-duplication / Noise Reduction
Capacity Forecasting Agent
Anomaly Detection Agent



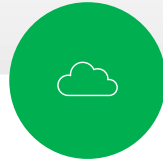
Platform & Governance

Coordinator / Orchestrator Agent
Memory/RAG & Knowledge Agent
Telemetry & Evaluation Agent
SLO/SLA Guardian



Collaboration & Integration

Escalation & Notification Agent



Infra & Cloud Management

Resource Optimization Agent
CI/CD Pipeline Agent



Security & Compliance

Vulnerability Scanning Agent
Threat Detection Agent



Others

Configuration Management Agent
Scheduled Jobs / Cron Agent

A Phased Execution Approach Ensures Adoption and Scale

	Discovery & Analysis	Define & Prioritize Transformation Roadmap	Plan, Build & Integrate	Validate, Scale & Realize Value	Transform Operating Model & Change Management
Objective	Establish baseline and identify automation potential	Finalize transformation blueprint	Deploy prioritized AI agents & workflows	Scale across IT landscape & measure impact	Embed AI-first ways of working
Key Activities	- Current state assessment of IT Ops processes, tools, & org - Ticket data analysis & validation - Identify gaps in data foundations (CMDB, observability coverage) - Assess SLA vs XLA alignment	- Prioritize top AI agents to be re-used from ADAM marketplace - Define candidates for Agentic AI & process automation - Identify process change/improvements (shift-left delivery, alert suppression, SLA → XLA shift) - Build transformation KPIs (efficiency, experience, resilience)	- Build/reuse AI agents in ADAM & automation workflows - Integrate with ITSM, monitoring, observability, CMDB platforms - Unit test, SIT, UAT for enterprise readiness	- Post-production validation on incident reduction, ticket triage accuracy, automation coverage - Expand adoption across apps & infra - Measure value realization against KPIs	- Redefine roles, org design, shift-left ownership - Upskill IT Ops teams in AI-driven workflows - Establish governance for AI agents & data
Deliverables	- Key challenges documented - High-value AI first transformation opportunities (ticket triage, knowledge automation, observability etc.) - Automation use case backlog	- Transformation roadmap with top 10 use cases for Phase 1 - Defined success measures (MTTR reduction, % noise alerts suppressed, XLA metrics adoption)	- Working AI agents embedded in IT Ops stack - Validated technical integrations - Initial operational playbooks for usage	- Value realization report (efficiency gains, MTTR reduction, SLA→XLA improvement) - Updated business case for scaling	- New AI-first operating model (people, process, technology) - Change adoption framework - Continuous improvement loop with feedback into ADAM marketplace

Measurable Benefits & Key Differentiators

Business KPIs Impacted

Faster Incident
Resolution (MTTR)

Improvement in First Level
Resolution (FLR)

Reduction in Tickets &
Downtime

Improvement in
Productivity

Measurable Outcomes Achieved in Client Engagements

90%

Reduction in application
alert incident volume

65%

Reduction in infrastructure
alert incident volume

35%

Reduction in MTTR
for incidents

25%

Increase in SOP Based
Resolution (FLR)

45%

Operations Cost
Reduction

Brillio Value Proposition



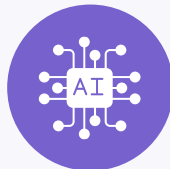
Easily integrates with
Enterprise tools



Integrated AI Engine trained
on IT operational data



Persona Based Dashboards
for CIOs, App Owners, & Service
Managers



Agentic AI Capability
autonomously performing AMS
workflows

Let us create something

brilliant

_____ together! _____

Thank You

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