

A woman with short dark hair, wearing a white lab coat and a dark lanyard, is looking down at a tablet she is holding. She is in a server room, with server racks and glowing green lights visible in the background. On the left side of the image, there is a decorative vertical bar with alternating green circles and white rectangles.

brillio

Smarter operations, faster fixes with Agentic AI

Agentic AI can build a unified, persona-centric view for modern enterprises to tackle the IT challenges of rapid IT modernization and scaling.

Digital enterprises operate in complex IT environments requiring consistent uptime, seamless incident resolution, and robust application reliability. These tenets are no longer just operational necessities but a strategic imperative that would make or break their advantage over peers today. As many grapple with increasing application sprawl, rising ticket volumes, and the need for faster resolution cycles, a shift-left strategy driven by Agentic AI can transform the IT game.

At the heart of Agentic AI-led transformation is a platform that offers tailored, persona-driven views, helping CIOs, application owners, and service desk engineers see what matters most to them. An integrated approach powered by an intelligent agent can run continuously in the background, scanning logs, events, incident tickets, and historical fixes. This way, contextual recommendations and potential remediations in real time will be achieved.

A quick fix, powered by **historical intelligence**

For new team members stepping into incident resolution, our platform offers a repository of past incidents and their corresponding fixes. This creates a rapid knowledge-onboarding mechanism, allowing engineers to resolve issues faster using previously applied solutions. It's an intelligent and scalable way to enable shift-left in IT support, reducing dependency on higher-level support tiers and shortening time-to-resolution.

Behind the scenes, the AI agent analyzes incident logs, event traces, and system data, surfacing insights, clustering tickets, identifying root causes, and recommending fixes. Integrating with repositories like Stack Overflow or internal knowledge bases further enhances the system's intelligence. In advanced setups, the platform can even auto-generate pull requests in GitHub with the recommended fixes, waiting for human approval before pushing to production—a powerful example of human-in-the-loop automation.

Feedback loops and **confidence scores**

One essential element in such systems is the feedback loop. While features like a thumbs-up or thumbs-down on recommendations are standard in adjacent solutions (like a modernization module, for instance), integrating this into incident resolution workflows is straightforward and planned in the roadmap. Over time, this feedback will strengthen the system's confidence scores, helping refine recommendations and reduce noise.

From reactive to agentic **site reliability**

Evolution doesn't stop at resolution. Some enterprises are already exploring Agentic Site Reliability (Agentic SR), where systems autonomously manage processes like AWS environment hydration—typically a 30-day manual effort. With agentic frameworks, the platform can orchestrate gold image deployment, system configuration, and infrastructure wiring, combining automation and intelligent decision-making to deliver infrastructure-as-code outcomes at scale.

A single pane of glass: Contextual views by persona

The platform offers a dynamic dashboard that adapts to the user's role. For application owners, key metrics include ticket volumes, user satisfaction (AppDisc scores), and incident trends across applications like trading or wealth portfolios. They can drill down from an application view into infrastructure details via Grafana dashboards—tracking memory usage, CPU load, and platform health at a granular level.

For CIOs, the view is broader and more strategic. Key indicators include:

- First-call resolution rates
- Mean time to resolve (MTTR)
Process maturity metrics (technical, experiential, and operational)
- SLA compliance, incident aging, availability, and performance
- Workforce certification coverage and attrition risks

This persona-driven design ensures stakeholders are not overloaded with irrelevant data but receive meaningful insights aligned to their KPIs.

Scalability and integration in real-world deployments

Many organizations perceive our model positively, especially in large enterprise contexts. One common question is how the platform scales across complex portfolios with onboarding and retiring applications. The architecture supports seamless scaling and dynamic onboarding or deboarding processes, making it fit for enterprises undergoing constant change.

Another recurring theme in our client discussions is the appetite for more use cases. The platform is already being extended across domains like observability, DevSecOps, infrastructure management, and data integrity. Why? Ultimately, intelligent decisions are only as good as the quality of data fed into the system.

Our value proposition for clients

For current organizations in AMS or Trust Mode 1 engagements, this platform provides a proactive upgrade path. Introducing the unified view and agentic capabilities can serve as a proof of value, helping enhance customer experience, optimize operations, and position the provider as a strategic partner rather than a reactive service vendor.

In some of our existing engagements, internal teams have already conducted workshops showcasing this platform's potential. Early reactions have been encouraging, with stakeholders recognizing the differentiated perspective and scalable automation potential this approach brings.

The road ahead

Agentic, persona-based platforms are more than just dashboards—they're a rethinking of how enterprise IT can function. By uniting AI-driven insights, scalable automation, persona-specific views, and human-in-the-loop validation, they address the core challenge facing enterprises: how to manage complexity while improving reliability and user experience.

As more organizations seek to modernize their IT landscape, platforms like this could become the blueprint for the future, which is intelligent, adaptive, and deeply aligned with business outcomes.



About Brillio

Brillio is one of the fastest growing digital technology service providers and the partner of choice for many Fortune 1000 companies seeking to turn disruptions into competitive advantages through innovative digital adoption. We help clients harness the transformative potential of the four superpowers of technology: cloud computing, Internet of Things (IoT), artificial intelligence (AI) and mobility. Born digital in 2014, we apply our expertise in customer experience solutions, data analytics and AI, digital infrastructure and security, and platform and product engineering to help clients quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance. With 14 locations across the US, the UK, Romania, Canada, Mexico, and India, our growing global workforce of 6,000 Brillians blends the latest technology and design thinking with digital fluency to solve complex business problems and drive competitive differentiation for our clients. Brillio was certified by Great Place to Work® in 2021, 2022, 2023, and 2024.



<https://www.brillio.com/>

Contact Us: info@brillio.com

