

# Effortless Application Onboarding with AI-Led AMS: A Step-by-Step Guide



Onboarding an application into the AI-led AMS platform is the foundation for achieving smarter operations, faster issue resolution, and more reliable performance. This guide is designed to walk you through that journey step by step, showing just how simple and seamless the process can be – designed to require minimal effort while delivering maximum impact.

The onboarding process has been built with three guiding principles in mind. First, it is configuration-driven, so you can skip heavy coding and technical hurdles. Second, it is repeatable, powered by proven templates that make it easy to extend across multiple applications. Finally, it is low-touch and scalable, so even large portfolios can be onboarded quickly without slowing down your teams.

By following the steps outlined here, you'll see just how straightforward onboarding can be – removing complexity and giving your applications a fast track to success within the AMS ecosystem.

## Prerequisites

Before beginning the onboarding process, a few simple preparations ensure everything flows smoothly. Think of this as a quick alignment – making sure the right people, access, and policies are ready so the rest of the journey is effortless.

The first step is to confirm the right stakeholders are involved – application owners, AMS leads, and supporting DevOps or infrastructure contacts. With ownership clarified, the only technical check is connectivity, ensuring the application can securely reach the AMS platform.

Next, you'll simply confirm access to the AMS onboarding console and prepare any integration tokens – small pieces of information like API keys that allow the platform to connect seamlessly with ITSM systems, monitoring tools, or code repositories. Finally, a quick review of data retention policies ensures compliance boxes are ticked from the start.

With these easy steps complete, you're ready to begin onboarding, confident that the groundwork is in place and the process ahead will be simple and smooth.

## Onboarding Steps

Onboarding follows a clear, guided path that makes it easy to bring your application into the AMS platform. Each step is supported by intuitive tools and automation, so even complex integrations feel simple and manageable.

### Step 1 • Register the Application

Every journey starts with a quick registration. Using the onboarding console, you'll capture key details like application name, owner, and technology stack. The platform instantly creates a unique Application Profile, which becomes the foundation for everything that follows - no spreadsheets or manual tracking required.

### Step 2 • Integrate Incident & Ticket Data

Bringing in incident and ticket data is straightforward. The platform connects with your ITSM tools, and you can sync the right categories and historical data. Within minutes, your dashboard will display a unified view of issues past and present, giving your teams instant context.

### Step 3 • Connect Monitoring & Observability Tools

Next, monitoring data is connected to provide real-time visibility. The platform links easily to your existing tools, pulling in logs, metrics, and traces so you see everything in one place. A quick check in the "Logs & Metrics" module confirms the live feed is working - simple and reassuring.

### Step 4 • Link Code Repository

Linking your code repositories is just as simple. Once connected, the platform automatically begins tracking changes, so you can spot how updates impact stability. Recent commits appear right in the analysis tab, turning code visibility into an effortless part of the process.

### Step 5 • Enable AI Agents for RCA & Predictions

This is where the platform's intelligence comes alive. With a few clicks, AI agents are activated to provide root cause analysis, predictive alerts, and even automated fixes. You choose the level of automation, while the platform handles the complexity in the background.

## Step 6 • Configure Alerts & Notifications

Setting up alerts is easy and flexible. You decide the thresholds and who should be notified, while the platform ensures the right people are alerted at the right time. The result: teams stay proactive without being overwhelmed.

## Step 7 • Validate & Go-Live

Finally, a quick validation confirms everything is working as expected. A test run checks data flow, AI outputs, and notifications. With a single sign-off, your application goes live, fully integrated and AI-enabled.

### Post-Onboarding Activities

Onboarding doesn't stop at go-live - it gets even easier from there. In the first 30 days, the platform automatically builds baseline models from your real operational data. These models provide the foundation for increasingly accurate insights.

The system then enters a continuous learning loop, reviewing and adapting week by week. Your feedback fine-tunes accuracy, but most of the heavy lifting is handled by the platform itself.

Quarterly reviews keep everything current with minimal effort - credentials refreshed, thresholds updated, and integrations validated. All of this ensures your applications keep benefiting from AI-driven insights without extra overhead.

### Automation & Self-Service Considerations

Scalability is effortless with the AMS platform. Whether you're onboarding a handful of applications or hundreds, automation ensures the process never feels heavy.

Templates and wizard-driven UIs make onboarding accessible to anyone, not just technical experts. For large portfolios, API-first design means bulk onboarding can be completed in a few simple steps.

Finally, automated health checks run quietly in the background, validating that integrations are stable - so you don't have to think about it.

Together, these features make onboarding not just consistent and reliable, but genuinely easy, giving you confidence and speed at scale.





## ABOUT BRILLIO

**Brillio is a digital technology services company that drives AI-first engineering and design-led experiences for global enterprises.** Born digital in 2014, its consulting-led services span Customer Experience, Data & AI, Product Engineering, and Digital Infrastructure. With an industry-leading NPS of 71, Brillio accelerates time to market through its proprietary BrillioOne.ai platform, powered by AI-ready talent with deep domain expertise.

Brillio is the official Digital Transformation Partner and the official Data and AI Services Provider of Atlassian Williams Racing. Brillio partners with leading technology providers including Microsoft, AWS, Google Cloud, Salesforce, Adobe, Databricks, and Snowflake and operates with 6,000+ “Brillians” across 15 global delivery centers. Consistently recognized as a Great Place to Work® since 2021, Brillio blends innovation, talent, and purpose to deliver measurable outcomes for clients and fulfilling careers for employees.



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