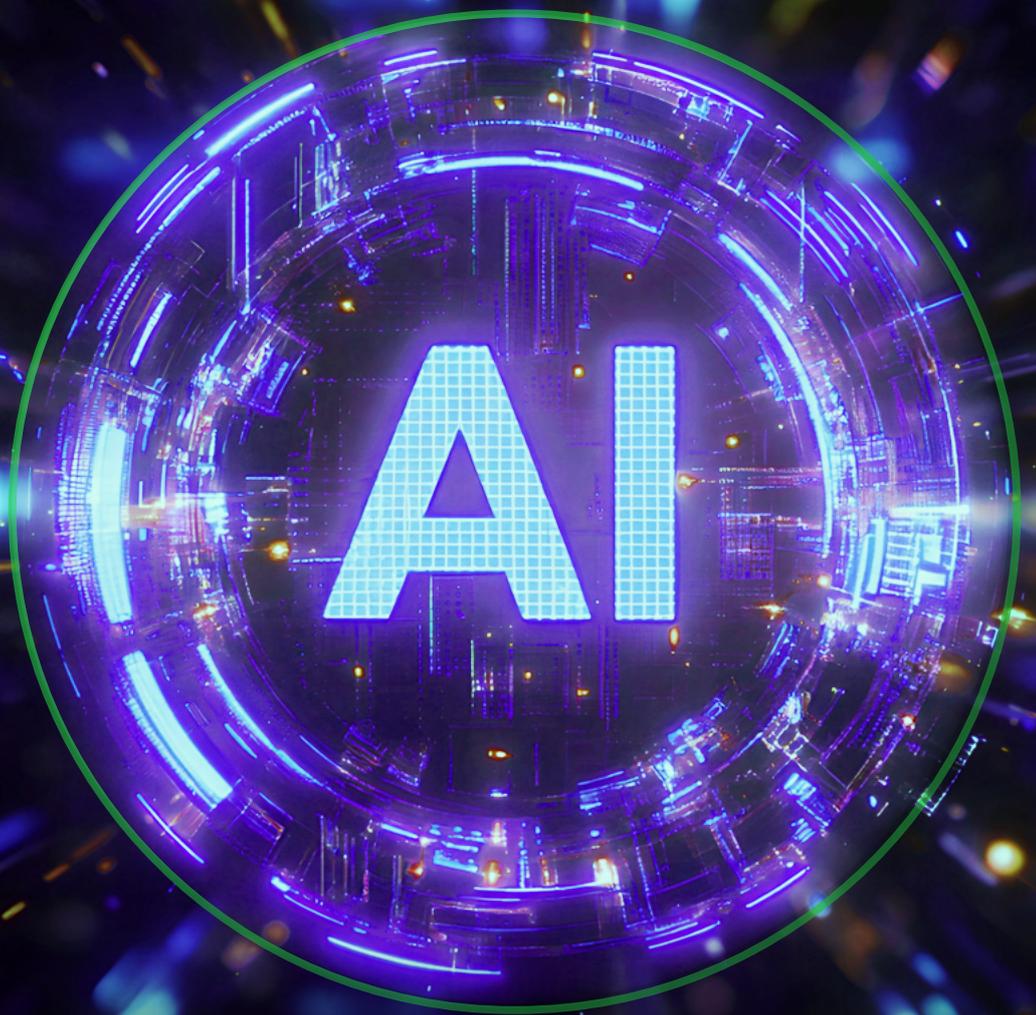


Brillio's 3A AI Ops Framework: Driving Resilient, Intelligent IT Operations



Industry Outlook and Challenges

The rapid expansion of multi-cloud, hybrid, and edge computing ecosystems has introduced unprecedented complexity in IT operations. Downtime costs businesses an average of over £240,000 per hour, not just in financial losses but also in reputational damage and customer dissatisfaction. Traditional IT management struggles to keep up, leading to inefficiencies, operational silos, and an increased risk of outages.

AIOps – Artificial Intelligence for IT Operations – transforms IT operations from reactive to proactive. By leveraging advanced analytics, automation, and machine learning, AIOps ensures predictive operations, self-healing systems, and continuous optimisation, enabling organizations to stay ahead of disruptions and enhance resilience.

Brillio's 3A AIOps Framework equips enterprises with AI-driven insights, advanced telemetry, and closed-loop automation, allowing IT teams to optimise performance, minimize downtime, and achieve operational excellence at scale.

Brillio's 3A AIOps Framework

Brillio's proprietary 3A AIOps Framework is uniquely designed to harness ML for correlation, Deep Learning for deterministic insights, and advanced AI models like Causal Inference and Gen-AI NLP. This integrated approach ensures compliance, data integrity, and operational resilience, enabling enterprises to predict, prevent, and rapidly respond to disruptions across IT ecosystems.

At the core of the framework are three foundational tenets that redefine IT operations:

AI-Infused Telemetry provides real-time observability across IT environments. By continuously collecting and analysing logs, metrics, and events, the system anticipates and mitigates potential issues before they escalate, enabling proactive IT management.

AI-Centred Intelligence processes and correlates vast amounts of data using composite and hypermodal AI models. This enables IT teams to detect patterns, analyse anomalies, and generate predictive insights, ensuring smarter, faster decision-making.

AI-Driven Automation translates intelligence into action by automating workflows, orchestrating remediations, and ensuring closed-loop optimisation. This drastically reduces manual intervention, enhances response times, and sustains seamless IT performance.

Key Framework Themes

Brillio's 3A AIOps framework supports a theme-oriented operating model tailored to business objectives and resource availability:

- **Base Theme (Operational Efficiency):** Focuses on descriptive and diagnostic analytics, utilizing AI to detect alerts, correlate root causes, and invoke preliminary automated remediation.
- **Accelerate Theme (Operational Resilience):** Uses predictive analytics and historical telemetry data to forecast and mitigate issues before they occur, integrating ML, DL, NLP, and Gen-AI with human-in-the-loop augmentation.

- **Transformation Theme (Operational Excellence):** Drives prescriptive and preemptive strategies to proactively adjust resources, architectures, and capacities, fostering AI models that evolve toward self-assist capabilities for IT operations.

Together, these tenets and themes position Brillio's AIOps framework as a transformational force in modern IT operations, driving organizations toward fully autonomous, intelligent IT ecosystems.

Brillio's AIOps Approach

Brillio's AIOps framework offers an end-to-end solution for AI-powered IT operations, seamlessly integrating automation, intelligence, and efficiency. The approach is structured into three core phases:

- **Collect:** Contextual data collection from end-user experiences, business transactions, and infrastructure layers ensures actionable insights. A noise-filtering process reduces clutter, improving analysis precision.
- **Process:** Brillio's AI Engine combines deterministic processes like ticket analytics and RCA with probabilistic processes like zero-touch triage and automated approvals, ensuring seamless operations.
- **Observe & Heal:** Using an API-driven approach, this phase provides unified visualization, self-healing capabilities, and automated workflows, empowering SRE, Operations, and Product teams to drive real-time optimisations.

To enhance automated service management, Brillio employs a five-level dashboard hierarchy, including top-level insights, triage analytics, dependency mapping, infrastructure drill-downs, and raw situational dashboards. This Anticipate-Analyse-Automate model has reduced ticket volumes by up to 70%, significantly improving operational efficiency.

Next-Gen AIOps Capabilities

Brillio's 3A AIOps Framework redefines IT operations through three core capabilities: SRE & Observability, Agentic AI, and AI Engine.

SRE & Observability ensures real-time visibility, predictive maintenance, and automated incident resolution. AI-powered monitoring detects anomalies, optimises system performance, and enhances RCA with self-healing capabilities, significantly reducing disruptions and downtime.

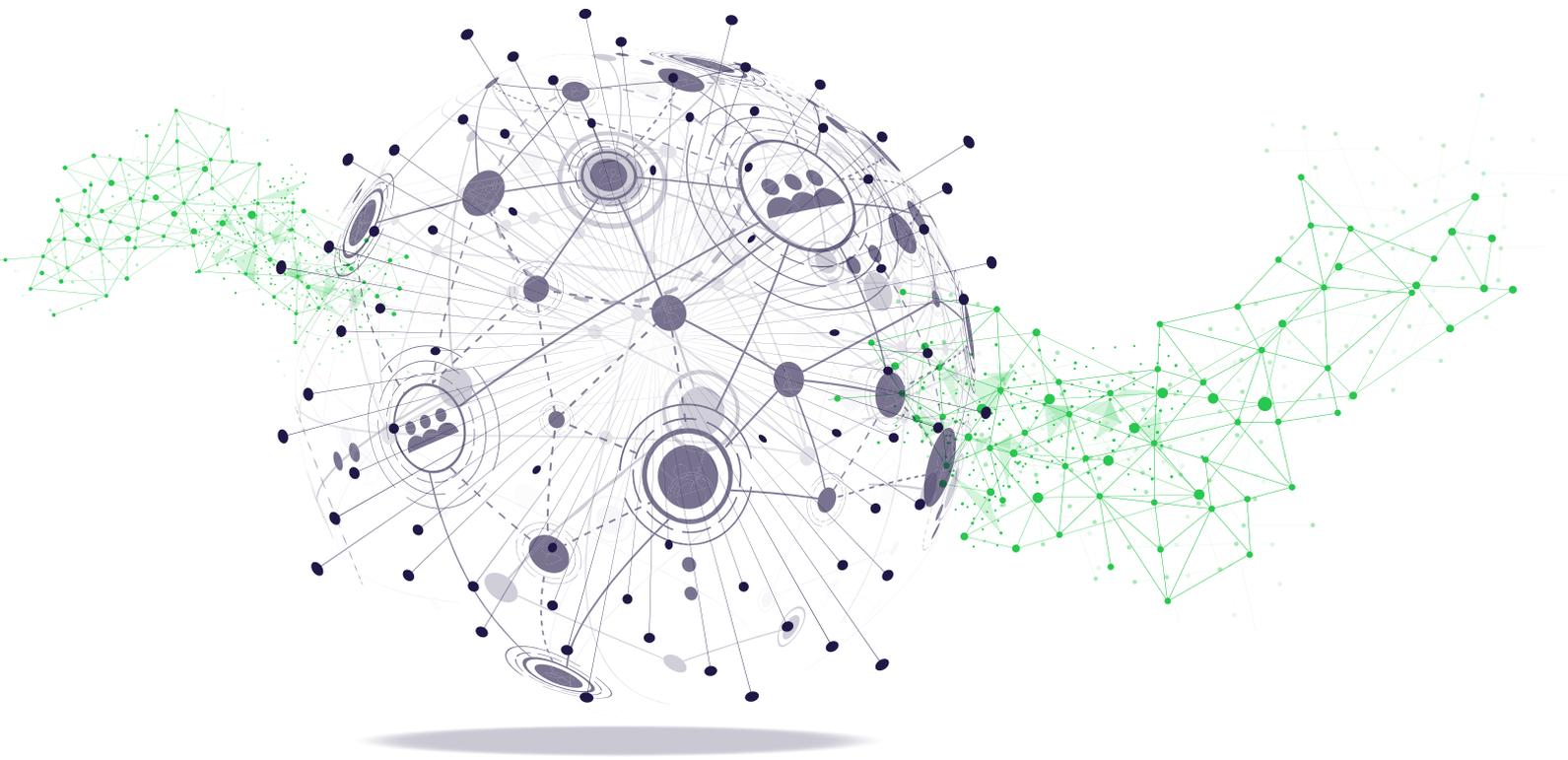
Agentic AI enables intelligent virtual assistants and autonomous workflows, reducing IT workload by dynamically executing and optimising tasks based on real-time operational data. AI agents proactively analyse historical trends and live data to recommend preventive actions, ensuring faster resolution times and minimizing risks.

AI Engine continuously refines IT operations through dynamic resource allocation, decision intelligence, and automated optimisations. Leveraging advanced models like Causal Inference and Deep Learning, it predicts future issues, enhances system resilience, and ensures peak performance across digital ecosystems.

Real World AIOps Use Cases & Results

Brillio's AI-powered solutions deliver measurable outcomes that transform IT operations into proactive, efficient, and resilient ecosystems.

- **Faster Incident Management:** AI models reduce ticket handling time by **20%**, streamlining operations and improving service quality.
- **Predictive SLA Compliance:** Proactive RCA - Root Cause Analysis - minimizes minor incidents, enabling **25%** faster detection and fewer SLA breaches.
- **Accelerated RCA:** Automated routing ensures **~25% faster detection** with ~80% of incidents reaching the correct team, reducing downtimes.
- **Efficient Monitoring:** AI-enhanced documentation saves **1,000+ hours annually**, boosting team productivity.
- **Continuous Operations:** Self-healing systems save **500+ man-hours monthly** and reduce downtime by **~20%**, ensuring seamless performance.





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