



Reducing Brillio's IT operations costs by 45% with ADAM

How Brillio turned its own internal IT operations into ADAM's first proving ground - cutting ticket volume 35% and operating costs 45% before taking the platform to market.



At a glance

- Fragmented tools and rising complexity left our IT operations handling 42,111 incidents a month.
- Brillio reduced overall ticket volume by 35% and cut IT operations costs by 45%.
- First-Level Resolution improved by 25%, resolving more issues without escalation to higher-tier teams.
- Built a multi-agent architecture on ADAM, combining atomic agents with human-in-the-loop governance.
- Validated the entire solution internally before bringing ADAM's Agent Marketplace to external clients.

42,111 incidents revealed a transformation opportunity

The IT operations landscape is shifting from human-led work supplemented by tools to AI-first, agent-driven operations. Enterprises are cutting spend on mature IT Ops by 14% while raising AI/ML investment by 48% over the next 12 months – and Brillio’s own operations mirrored every pain point driving that shift: hybrid and multi-cloud complexity, fragmented tooling, technical debt from legacy rule-based processes, limited visibility from siloed data, and talent fatigue from L1 engineers stuck on repetitive, low-value tickets. To tackle this, we started looking at the data.

What seven months of Brillio’s ticket data showed

- **42,111** incidents logged across the period
- **80%** classified “Low” priority – largely routine, automatable work
- **14%** took more than five days to resolve
- **55%** were missing source-channel information entirely
- **7,100+** tickets a month handled by 29 engineers across five locations

A multi-agent solution with 50+ system integrations

Brillio ran the transformation internally, using our own Digital Workplace Services and Digital Office operations as the proving ground for our Agentic AI capabilities. ADAM was the natural foundation - it already provided a marketplace of reusable, purpose-built agents, a tooling-agnostic integration layer with 50+ pre-built connectors for the systems we live in (GitHub, ServiceNow, Splunk, and more), and design principles we already trusted. So rather than bolt AI onto the old workflow, Brillio rebuilt intake, triage, diagnosis, and resolution around it end to end.

Under the hood, the pieces feed each other in a continuous loop. Instrumentation and telemetry - metrics, traces, logs, events, and threat signals - flow into an n8n orchestration engine that reasons, plans, acts, observes, and reacts. That engine draws on a RAG pipeline over a vector database for historical context, reaches into ServiceNow and our monitoring tools through an MCP server layer, and surfaces everything through persona-based Power BI dashboards for CXOs, SRE, and product teams. Sitting above it all, an ADAM Control Tower handles governance and keeps the agents continuously evaluated and fine-tuned.

The model is carried by a set of single-purpose agents, each doing one job well before handing off to the next:

Orchestrator Agent - classifies every alert as actionable or noise

Metrics & Logs Diagnosis Agents - run root-cause analysis against historical resolutions and SOPs

Deduplication Agent - stops redundant tickets before they land

Ticket Triaging Agent - auto-creates, categorizes, and assigns by skill, shift, and workload

Observability Agent - continuously evaluates health across infrastructure, applications, and networks

On top of that core loop, Brillio automated the high-volume, low-thought work that quietly eats an IT team's day, from a Welcome Email Agent that handles new-joiner onboarding to automated resolution of AD account lockouts. What holds the whole design together is a set of deliberate choices: atomic agents that compose into full workflows, contextual short- and long-term memory so context carries across steps, built-in explainability and auditability, and human-in-the-loop checkpoints wherever a decision carries real risk.

A five-stage model moved from discovery and analysis, through roadmap definition, build and integration, and validation at scale, to a final stage of operating-model and change management that ran in parallel throughout. In practice that landed as two sprints: a **Phase 1** "Quick Wins" - alert rationalization, smart triaging for three core Digital Office apps, and automation of routine tasks like access requests and OS patching - followed by a **Phase 2** "Scaling & Expansion" sprint that replicated the blueprint across more SaaS and in-house applications and added infrastructure monitoring, asset-lifecycle, and RCA automation. We co-designed with our IT Ops team from day one and worked alongside our security team on guardrails the whole way through.

45% lower costs and 35% fewer tickets across IT operations

The results mirror what Brillio set out for. Our IT operations and a parallel infrastructure-operations transformation both delivered hard, measurable gains – and Brillio’s engineers felt the difference.

- **35% lower** overall ticket volume
- **45% cost savings** across IT operations
- **25% higher** First-Level Resolution
- **35% faster** Mean Time to Detect and 20% fewer P1/P2 incidents (infrastructure ops)
- **FUEL PaaS** automation alone: 169 fewer incidents a month and 89% fewer actionable tickets
- **Phase 1’s 17 quick wins:** ~2,000 fewer tickets and ~289 fewer manual hours every month
- **12+ FTEs** worth of manual effort removed

Beyond the numbers, stronger governance and auditability emerged, along with a reusable enterprise agent ecosystem spanning incident management, monitoring, security, and governance, and real adoption from Brillio’s staff – trust earned through transparent, human-in-the-loop decisions.



ABOUT BRILLIO

Brillio is The Enterprise AI Accelerator helping Fortune 1000 companies move from AI ambition to scaled impact, faster. Powered by our AI accelerator platform – Agentic Data and Application Management (ADAM), Brillio is one of the fastest-growing digital technology service providers, delivering transformation across five core workstreams: business-led transformation, customer experience transformation, AI and data engineering, digital engineering, and infrastructure engineering.

With 14 delivery locations across North America, Europe, and Asia and a team of over 6,000 customer-obsessed professionals, Brillio combines deep industry expertise, modern engineering, and accelerators to deliver measurable outcomes. Headquartered in Dallas, Texas, Brillio serves clients globally with a commitment to speed, scale, and measurable impact.



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