



Improving Support Efficiency for a US Financial Firm with AI

Using AI-led AMS, Brillio scaled support across 58 applications and 43 microservices while improving operational efficiency.





At a glance

- A large, highly regulated US financial services organization running a business-critical production application estate.
- Traditional AMS underneath it: reactive ticket handling, manual triage, knowledge held by individual engineers.
- Scope covers 58 applications, 43 microservices and the batch and command jobs behind them.
- Brillio delivered an AI-led model spanning ticket intelligence, multi-agent orchestration, AIOps, observability and knowledge-centric support.
- Delivered by a 14-member senior L3 engineering team with over 214 years of cumulative experience.
- Run as a consulting-led transformation, not a support transition, with governance up to executive sponsorship.

Shrinking budgets, expanding scope and a support model built to react

Financial services organizations are under constant pressure to modernize technology operations while improving reliability, regulatory compliance, security posture and efficiency. That pressure resolves into a pattern: teams keep building features inside legacy applications, and the support model underneath them stays the same. Traditional SDLC and AMS models depend on legacy documentation, reactive ticket handling, manual triage and limited prediction of production issues. In a complex BFSI environment, that creates delays in issue identification, increased handoffs, inconsistent knowledge reuse and higher operational risk.

The client faced this in a demanding form. The in-scope production environment spans a large portfolio of applications, microservices and business-critical jobs inside a heavily regulated context, where data integrity and controlled operations carry audit and compliance consequences. Recurring application failures were increasing dependency on manual backend corrections.

The commercial picture added a second constraint. The yearly support budget continued to shrink while applications needed to handle new products entering the market with enhanced response time and availability. The operations team needed to absorb more applications into scope while improving resource productivity by 10 to 20 percent year on year. Growing scope on a falling cost base cannot be solved by adding people.

The stated destination was a zero-ops operating model over time. Reaching it required a support environment that could improve incident response, reduce manual effort and accelerate issue resolution across applications, microservices and jobs, without disrupting a production estate the business depends on continuously.

Why an existing delivery partner was asked to lead the transformation

Brillio's relationship with the client had already expanded across managed services, development factory support, product delivery, cloud modernization and technology transformation. That breadth mattered: the team proposing to modernize application support already understood the landscape.

Three factors shaped the selection: a dedicated L3 capability with senior engineers certified across AWS, Azure, ITIL, PMP and Scrum, spanning monitoring, observability, CI/CD and incident management; a structured governance model across delivery operations, account leadership, customer success and executive oversight; and an engineering-led mindset that used data, automation and AI to modernize operations rather than simply maintain the existing model.

Intelligence applied at the front of the support workflow

Brillio proposed a next-generation AI-Led Application Managed Services model to move support from reactive, ticket-based response toward intelligent, proactive and predictive operations, combining AI, automation, observability, AIOps, knowledge engineering and skilled L3 support.

AI-powered ticket intelligence sits at the entry point. Classification, triage, routing, case summarization, resolution recommendation and knowledge-assisted response generation allow support teams to draw on historical incidents, support manuals, FAQs and operational context to accelerate diagnosis and resolution.

Behind it, a multi-agent support framework coordinates a master agent, ticket generation, technical support agents, knowledge discovery components, resolution recommendation engines and automation execution layers. These agents classify incidents, identify the right knowledge, recommend fixes, generate responses and trigger automation, carrying an incident from classification through to resolution rather than handing it between disconnected tools.

Observability and knowledge as the foundation for proactive operations

The AIOps and observability layer embeds real-time inferencing, anomaly detection, event correlation, root cause identification, predictive maintenance and action response, surfacing issue patterns earlier and shifting support from reactive resolution to proactive prevention.

The knowledge-centric model addresses the dependency problem directly. Continuous knowledge creation and reuse through support manuals, FAQs, resolved ticket history and a master knowledge base makes support more consistent, reduces reliance on individual expertise and improves institutional retention.

Automation handles the repeatable layer through intelligent task execution, automated response generation and auto-resolution workflows. User-centric operations extend the model to the business side, with self-help enablement, omni-channel communication during major incidents and analytics-driven service improvement.

A consulting-led deployment that transformed while it transitioned

Rather than a conventional support transition, Brillio ran a consulting-led deployment combining operational assessment, governance design, collaborative workshops, co-innovation, phased implementation and continuous service improvement.

Discovery and assessment established the baseline across ticket trends, process maturity, service performance, tool ecosystem, knowledge assets and operating model, and identified the opportunities for automation and service optimization. A multi-tier governance framework brought delivery managers, engagement leadership, customer success, client stakeholders and executive sponsors into a single accountability structure.

Collaborative workshops and co-innovation sessions defined future-state objectives and validated where AI, AIOps, automation, predictive monitoring and knowledge-driven support would apply. Implementation followed a phased approach emphasizing knowledge transfer, readiness assessments, process standardization, documentation, monitoring setup and stabilization, with continuity of operations as the governing constraint. Brillio's partner ecosystem supported tool integration where specialized expertise was required.

Following stabilization, a continuous improvement framework took over, covering KPI-driven service optimization, automation backlog management, knowledge enhancement and proactive issue prevention.

A scalable AMS model across 58 applications and 43 microservices

- **Faster, more consistent incident handling.** AI-driven classification, triage, routing and resolution recommendation shorten the path from ticket to fix and reduce variation between engineers.
- **Reduced manual operational effort.** Intelligent task execution and auto-resolution workflows absorb recurring activity, supporting the productivity gains needed on a shrinking budget.
- **Improved visibility and earlier detection.** Real-time inferencing, anomaly detection, event correlation and predictive maintenance move effort ahead of the incident rather than behind it.
- **Stronger institutional knowledge.** A master knowledge base built from manuals, FAQs and resolved ticket history reduces dependency on individual expertise.
- **Better business user experience.** Self-help enablement and omni-channel communication during major incidents make support more responsive and transparent.
- **Lower operational and compliance risk.** Data integrity discipline and controlled operations support the client's audit and regulatory obligations.
- **Capacity to absorb scope.** A scalable model allows more applications to enter support without a proportional increase in cost.



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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