

2025



Case Study

Enterprise client achieved
70% efficiency through
Self-Healing Automation
with Fynite



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Overview

Introduction

Organization: A large scale enterprise

Industry: IT Service Management

Infrastructure: 45k+ Configuration Items (CIs) across hybrid environments

Annual Volume:



2.4M
Events



200K
Alerts



24K
Incidents

The client operates one of the world's largest enterprise IT infrastructures, managing vast multi-cloud and on-prem environments across global clients. With the growing complexity of systems, the organization sought to reduce manual intervention, improve MTTR (Mean Time to Resolution), and establish an autonomous incident response framework.



FYNITE

AI-POWERED BUSINESS
AUTONOMY



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CHALLENGES BEFORE FYNITE

Before automation, one of our client's Service Reliability and Application Support teams collectively managed events, alerts, and incident triage manually.

1

Full Time Resources

- **35+ full-time resources** were required for anomaly detection, triage, root-cause analysis, and resolution, creating operational bottlenecks and increasing costs across critical enterprise support functions.

2

Inefficiencies

- Repetitive, low-level alert handling led to delays and human fatigue, reducing **overall accuracy, response consistency, and system reliability during peak operational loads.**

3

Downtime

- High volume of false positives caused alert noise and extended downtime windows, **diminishing team focus, masking real incidents, and increasing overall service restoration times.**

4

Monitoring

- No unified view of events-to-execution cycle, **resulting in fragmented visibility, delayed responses, and inefficient coordination across monitoring and remediation workflows.**

In short: The existing process resulted in long resolution times, repetitive manual work, and rising failure rates over time due to missed root-cause identification and inconsistent remediation.

Fynite's Solution

AI-Powered Self-Healing Framework

Fynite deployed its Execution-as-a-Service™ platform — powered by FyniteOS, the operating system for intelligent work. The deployment unified an enterprise client’s event management, observability, and incident workflows into a single self-healing loop.

1 Core Capabilities Delivered

Event-to-Action Automation: AI agents extensively analyzed historical data across incidents, changes, team notes, and CI statuses, establishing precise root causes linked to specific problem categories.

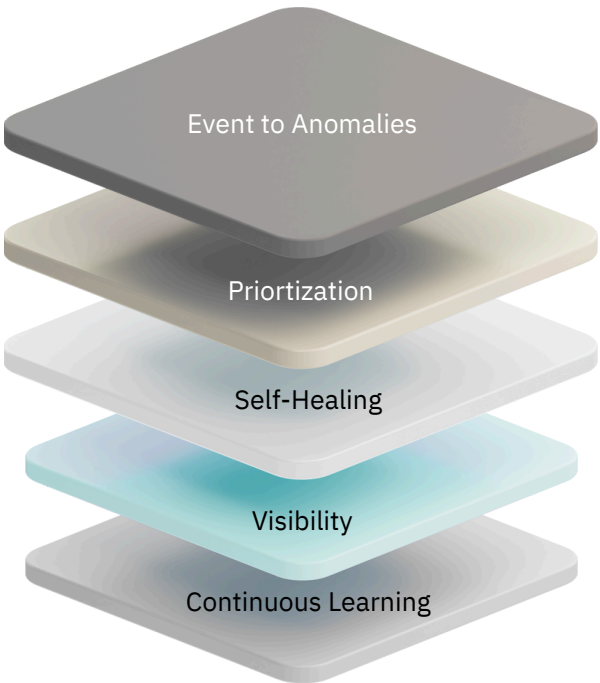
2 Intelligent Triage & Prioritization: Predictive AI models detected anomalies and prioritized alerts based on business impact and SLA sensitivity.

3 Self-Healing Execution Layer: The platform autonomously triggered corrective actions — such as restarting services, clearing cache, or updating configurations — directly from the FyniteOS execution engine without human intervention.

4 Closed-Loop Visibility: Every event, alert, and remediation action was logged, auditable, and visualized in real time, enabling audit-ready compliance and SLA monitoring.

5 Continuous Learning: Using feedback loops, Fynite’s agents continuously improved correlation accuracy and reduced false positives over time.

Intelligent Incident Management



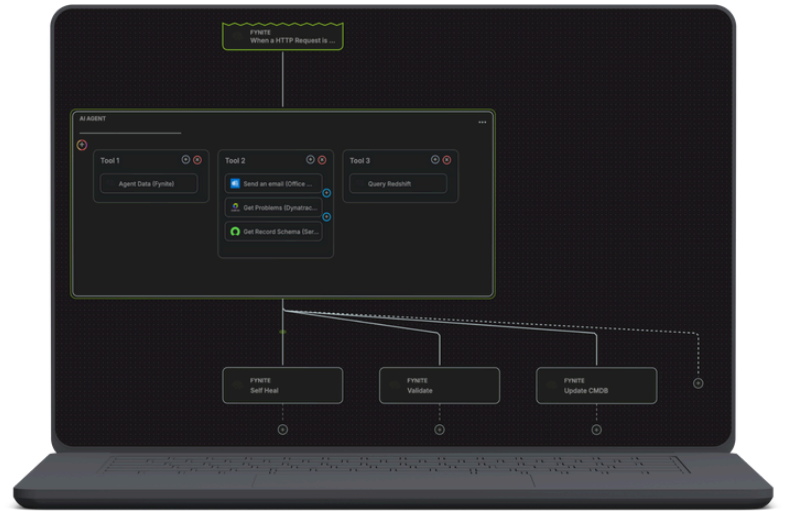
Real Time Self Healing Dashbaord

Time	Config. Item	Anomaly	Self-Healing	Status
11/18/25 1:31:45 PM	CAGCP45789	CPU over 95%	Process java.exe restarted	Resolved ▾
11/18/25 1:31:45 PM	DBSRV10321	DB connection timeout	DB stale sessions purged	Resolved ▾
11/18/25 11:12:45 AM	APPWEB56244	High memory utilization	garbage collection triggered	Resolved ▾
11/18/25 7:45:45 AM	SRVNET22987	Network packet loss	Network adapter eth0 reset	Escalated ▾

In: Monitored Events



Out: Action Executions



End to End Workflow Automation

CONCLUSION

By leveraging **FyniteOS**, The client transitioned from a reactive IT operations model to an **autonomous, self-healing digital infrastructure** — improving efficiency by 70%, reducing resolution time and ensuring operational continuity at scale.

Fynite continues to support The client through continuous learning models, expanding automation coverage, and predictive service intelligence — setting the foundation for a fully **AI-driven command center**.

Fynite.ai | **Execution-as-a-Service™**



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TAKE AWAY

Case study shows FyniteOS automates and significantly improve incident management process.



Cross functional

Data visibility and analytics boost logistics efficiency.



Efficiency

Use generative AI for efficiency opportunities and insights.



Automation

End to end workflow Automation.



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