

Stop paying more to grow more

The Outcome

A large multi-site operator flattened its IT cost curve while expanding operations - absorbing new complexity each quarter without adding vendors, headcount, or contracts.

How They Got There

Presidio deployed the NextGenOps framework across seven integrated capability layers: observability, AI triage, self-healing automation with 100+ runbooks, orchestration, engineering AI, FinOps, and governance analytics - in three structured phases over three years.

Why It Worked

The model shifted cost from effort-based to outcome-based. By Year 3, the client's internal teams were fully in control. The platform absorbed new AI capability each quarter without new contracts. The cost curve flattened. The innovation curve did not.

The Situation

A large multi-site operator was managing IT support across roughly 60 active vendors, 280+ external resources, and 5,000+ support tickets per month, with 80% of that capacity sitting in staff augmentation. A dedicated AI team existed inside the organization, but it was not connected to the operations driving the cost. The result: a smart team working on the wrong problem, while the structural cost curve kept climbing.

The Approach

Presidio deployed NextGenOps in three phases - Embed, Extend, Operate - each designed to transfer capability to the client's own teams. Year 1 was delivery-led: the AI foundation deployed, automation running within 90 days, the cost structure shifting from effort-based to outcome-based. Year 2 expanded coverage across all domains. By Year 3, internal teams were in control - the platform self-sustaining and absorbing new AI capability every quarter without external support.

The Result

Within 90 days, automation was live and deflecting tickets without human intervention. By the end of Year 1, costs had dropped 15–20% and were compounding. Alert noise dropped 30%. The 100+ automated runbooks handled routine remediation independently. Dev productivity rose 30–40% across all domains. Capacity that used to go into managing vendors went into building the business.

50%+

L1/L2 ticket deflection —
handled automatically

40%

MTTR reduction via
AI-assisted triage

15–20%

Cost reduction by end of
Year 1, compounding
quarterly