

Two minutes. What used to take all morning.

The Outcome

A Fortune 500 clinical data company replaced a pattern that required senior engineer expertise for every incident investigation with an AI SRE agent that any Tier 1 analyst can use - delivering consistent, senior-level output in under two minutes.

How They Got There

An AI Site Reliability Engineering agent was built to correlate signals across 13+ telemetry sources in response to natural-language questions. Given a query, the agent produces an operational summary, evidence table, actionable recommendations, and next steps - without domain knowledge prerequisites.

Why It Worked

The architecture was designed as a reusable enterprise pattern from the start - deployable across other business units without rebuilding. The MVP was scoped, built, and in production governance in four weeks, exceeding initial scope on delivery.

The Situation

At a Fortune 500 company in the clinical data sector, every incident investigation followed the same pattern: a senior engineer pulled off roadmap work, spending hours correlating signals across monitoring tools, producing inconsistent output, and leaving no structured record for next time. The process required rare expertise every single time - regardless of whether the incident warranted it.

The Approach

Presidio built an AI SRE agent that accepts natural-language queries - "how is the capacity and performance of the API today?" - and responds with a complete structured analysis: operational summary, correlated evidence across 13+ telemetry sources, actionable recommendations, and clear next steps. Any Tier 1 analyst can run it. No monitoring expertise required. The architecture was built as a reusable pattern - expandable as new data sources and tools are added - and the MVP was delivered in four weeks.

The Result

Incident investigations that previously consumed a senior engineer's morning are now resolved in under two minutes, by any analyst at any tier, with consistent quality every time. Senior engineers moved off reactive investigation and back to roadmap work. Thousands of engineering hours returned to product and platform work annually. The pattern is deployable to other business units without a rebuild.

13+

Telemetry sources
correlated in a single
structured response

<2 min.

From natural-language
question to root cause
and next steps

4 weeks

From kickoff to MVP —
delivered in production
governance