

When the system resolves it before anyone notices, that's the goal.

The Outcome

A Fortune 500 global laboratory services organization moved from reactive managed services to a proactive AI-embedded operations model — resolving the majority of events automatically, before a ticket was created or an engineer engaged.

How They Got There

AI was deployed across four integrated capabilities: proactive degradation detection, real-time alert correlation and triage, automated root cause reporting, and on-demand performance intelligence. The four worked as a system, not as individual tools bolted onto existing process.

Why It Worked

AI was embedded at every layer — not added on top of a process that was already straining. The result was a team that stopped managing noise and started focusing on what genuinely required human judgment. When incidents resolve before customers notice them, IT support becomes invisible in the best possible way.

The Situation

For a Fortune 500 global laboratory services organization, the managed services environment had the problem most large operations share: it was reactive by design. Engineers responded to alerts. Tickets were created, triaged, and resolved - each requiring human attention, each adding to a queue that grew faster than the team. The aspiration was proactive stability. The reality was managed chaos.

The Approach

Presidio deployed four integrated AI capabilities that worked as a system. Proactive detection used continuous AI-powered analysis to identify degradation signals before they became incidents. Accelerated triage correlated alerts and surfaced root cause recommendations in real time. Automated root cause reporting generated structured summaries without human authoring. On-demand intelligence gave any team member instant access to performance data without waiting for a report cycle.

The Result

Over six months, the system monitored more than 150,000 events. Fifty-nine percent were resolved through zero-touch automation - no ticket created, no engineer engaged. Of the events that reached human review, 95.1% were resolved proactively, before customers experienced any impact. Alert noise dropped 80.8%. Mean time to response for human-handled issues reached 0.87 hours.

59%

Of 150,000+ events
resolved automatically —
zero touch

95.1%

Proactive resolution rate
before customer impact

0.87hr

Mean time to response
for issues requiring
human intervention