

Business Case: Autonomous Cloud Operations for a 300-Host Environment

CHALLENGE

A mid-sized enterprise running ~300 virtual machines struggled with:

- Frequent VM, DB, and EKS incidents
- High manual L1-L3 operational load
- Rising cloud costs
- Limited visibility and inconsistent patch/backup cycles
- Complex SLA-driven MSP pricing

SOLUTION

Firemind's Autonomous Cloud Operations were deployed across VM, DB, and container workloads, introducing:

- Autonomous incident detection and remediation
- Automated patching, backup, and RCA-driven problem management
- Accelerated onboarding with AI
- Observe through cloud platform-native telemetry
- Agentification for resolution runbooks
- FinOps Automation for right-sizing, using right savings plan, automated startup/shutdowns for non critical environments

RESULTS AFTER 12 MONTHS



50% reduction in TCO

Automated remediation and reduced manual support tiers lowered operational cost by half.



80% reduction in unit cost per host (within 24 months)



75%+ reduction in incident volume

Self-healing capabilities addressed common VM, DB, and container failures before they reached ITSM.



Mean time to resolution reduced from hours to minutes

Incident resolution minutes per host dropped from 287 → 54.



Zero-incident quarters achieved

Predictive automation and RCA-driven agent actions prevented recurring failures.

WHAT THIS MEANS FOR YOUR ORGANISATION

This business case illustrates the typical impact organisations can expect from adopting Firemind's autonomous managed cloud:



Major operational cost savings



Fewer incidents and less firefighting



Faster root-cause elimination



Stronger reliability and SLA performance



A more efficient engineering organisation focused on innovation



Continuous, almost realtime reporting for the service

Contact **Firemind** to discuss how to reduce cloud operations cost with Autonomous Cloud Operations.

