firemind.

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 tickets
• 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

50% reduction in cost of operations
Automated remediation and reduced manual support tiers lowered operational costs 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.
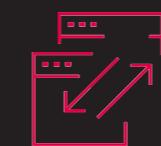
WHAT THIS MEANS FOR YOUR ORGANISATION

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.