



Aiden for SREs

Add agentic capabilities to your OSS Observability to accelerate incident resolution with intelligent RCA and remediation

Nielsen

inMOBI

SAP NS2

CHAMBERLAIN

AUTODESK

Lexmark

Key Outcomes



80% Faster Root Cause Identification

AI-powered correlation of metrics, logs, and traces compresses incident resolution from hours to under 30 minutes with automated RCA.



90% Reduction in Alert Noise

Transform alerts into actionable intelligence with automated context, root cause insights, fix recommendations, and history.



90% Faster Issue Detection

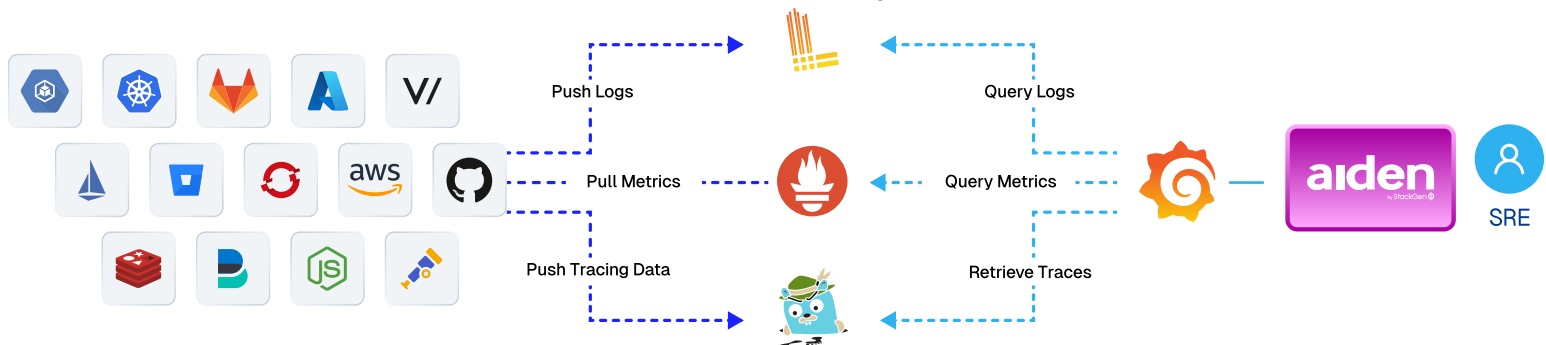
Predictive analysis and intelligent monitoring detect problems in under 5 minutes instead of the typical 45-60 minute manual process.



75% Less Operational Overhead

Eliminate 10-15 hours per week of manual reporting with instant, comprehensive observability insights and automated trend analysis.

OSS Observability



BEFORE

Process: SREs manually gather context from multiple systems, perform lengthy root cause analysis, then implement manual fixes.

Time: Average 2-6 hours or more per incident, 1-2 business days elapsed.

- 1 Alert Triage
- 2 Issue Investigation
- 3 Root Cause Analysis
- 4 Fix & Validation
- 5 Documentation

AFTER

Process: Aiden automatically detects incidents, instantly aggregates context, performs root cause analysis, and recommends remediation solutions.

Time: Averaged 50% MTTR reduction per incident

- 1 Detect Alert
- 2 Troubleshoot
- 3 Recommends Solutions

CAPABILITIES

WHAT

PROMPT

Natural Language RCA

Query observability data using plain English for faster troubleshooting

"What error logs correlate with the latency spike at 3 PM yesterday?"

Intelligent Alert Enrichment

Auto-contextualize alerts with root cause and remediation steps

"Analyze firing alerts and provide recommended actions"

Metrics Analysis

Query and compare Prometheus metrics across time periods

"Show me CPU usage trends for payment service over the last 24 hours"

Log Investigation

Search and correlate Loki logs with metrics for deeper insights

"Find error patterns in authentication service logs from last week"

Automated Reporting

Generate on-demand performance, SLA, and compliance reports

"Generate a weekly performance report for production services"