

CUSTOMER SUCCESS STORY

Peak weekend, four coworkers, no war room.

A global retailer used to staff a full incident bridge for its highest-revenue weekend. This year, **Compute, Storage and Network Coworkers** handled the cross-layer incidents that used to need all four teams on a call at once.

Minutes not teams

A checkout incident during peak trading rarely lives in one layer. Compute pressure, storage saturation and network drift tend to arrive together, and resolving them has always meant three teams comparing notes in real time while the clock runs.

THE SITUATION

A war room for every cross-layer incident

The retailer's peak playbook was competent, thoroughly rehearsed, and expensive to run:

- **Checkout incidents crossed layers by default.** A storage bottleneck showed up as compute pressure, which showed up as a network symptom to whoever saw it first.
- **Each layer had its own team and its own on-call**, so a cross-layer incident meant three people joining a call before diagnosis could even start.
- **The bridge ran for the whole peak window**, regardless of whether an incident was actually in progress, as insurance against slow coordination.
- **Post-incident learning was thin** because everyone on the bridge was managing the incident, not documenting it.

THE DECISION

Let the coworkers coordinate before the humans do

The retailer set Compute and Storage Coworkers to autonomous for known scaling and rebalancing patterns, Network Coworker to advisory pending approval, with the Lumi Orchestrator sequencing all three when an incident spanned layers.

We used to measure peak readiness in how fast we could get three teams on a call. This year the question was whether the call needed to happen at all — and most of the time, it didn't.

— VP OF SITE RELIABILITY

HOW IT WAS SET UP

Correlate	Compute pressure, storage saturation and network drift arriving together are recognised as one incident , not three separate pages.
Decide	The orchestrator determines which layer needs to move first and in what order, rather than three teams reasoning about it live.
Resolve	Compute and Storage Coworkers act autonomously on known scaling and rebalancing patterns; Network Coworker holds for approval on anything touching routing.
Learn	Each peak incident updates the pattern library , so the following year's peak starts with more resolved automatically, not fewer people on the bridge.

DEPLOYMENT SNAPSHOT

SECTOR

Global online retailer

COWORKERS

Compute · Storage · Network

ESTATE

Checkout · Cart · Search · CDN

RESOLUTION MODE

Auto: compute & storage;
advisory: network

ORCHESTRATION

Lumi sequences across layers

INTEGRATIONS

Datadog · PagerDuty · GitHub · Slack

PEAK OUTCOME

Bridge convened only twice, not continuously

GOVERNANCE

CERNE control plane, policy-governed

WHAT CHANGED

BEFORE ITOPS COWORKER

- Cross-layer incidents needing **three teams on a call**
- The bridge staffed for the entire peak window
- Diagnosis starting only once everyone had joined
- Post-incident learning lost to managing the incident
- Peak readiness measured in headcount on standby

WITH ITOPS COWORKER

- Compute and storage patterns **resolved autonomously**
- The bridge convened **only when genuinely needed**
- Cross-layer sequencing decided before humans are paged
- Each incident folding into the pattern library
- Peak readiness measured in what closes itself

WHERE THE CHANGE CAME FROM

Cross-layer stopped meaning cross-team

An orchestrator that sequences compute, storage and network directly removed the coordination step that had been the actual bottleneck in a cross-layer incident.

Autonomy where the pattern was known

Letting compute and storage act on well-understood peak patterns meant the bridge was reserved for the genuinely novel cases.

The playbook got cheaper to run

Insurance staffing for the whole window stopped being necessary once most cross-layer incidents resolved before a human needed to see them.

WHY THIS MATTERS IN E-COMMERCE

Capabilities doing the work in this deployment:

Cross-layer correlation

Autonomous compute & storage

Advisory network changes

Peak-pattern learning

Reduced bridge staffing

Multi-coworker sequencing

Guardrailed autonomy

CERNE control plane

BOTTOM LINE

Three coworkers coordinating directly gave a retailer a peak weekend where the war room was the exception, not the plan.

Meet the coworker who works the night shift.

Get a live demo, or talk to our team about ITOps Coworker for your estate.



GET IN TOUCH
lumiops.ai/contact-us



POC
~2 weeks to value



LINKEDIN
linkedin.com/company/lumiops