

CUSTOMER SUCCESS STORY

Tickets that arrive already half-solved.

A financial services firm's service desk spent most of its time reconstructing context before it could even start on a fix. **ITOps Coworker** now hands every ticket in with root cause, impact and a proposed remediation already attached.

Reconstruction is the delay

In a regulated service desk, the fix is rarely the bottleneck. Establishing what changed, who is affected, and whether the proposed action is safe to take consumes the time — and it is exactly the work a coworker with full context can do before a human ever opens the ticket.

THE SITUATION

A service desk that started every ticket from zero

The desk had clear SLAs and a well-staffed rota. What it did not have was context on arrival:

- **Every ticket began as a blank form.** Root cause, impact and prior occurrences all had to be reconstructed by whoever picked it up.
- **Audit requirements slowed every fix.** Regulated change meant evidencing the reasoning behind an action, which most tickets never had.
- **Cross-team handoffs were common** for anything touching network or database, and each handoff reset the investigation.
- **Repeat incidents were reinvestigated** because nothing connected a new ticket to the pattern behind a similar one last quarter.

THE DECISION

Let tickets arrive pre-solved, evidenced and gated

The firm deployed ITOps Coworker across compute, network and database, set to human-in-the-loop for anything touching production changes, with every recommendation logged and attributed for audit.

Our auditors do not want speed at the expense of evidence. What changed is that the evidence now arrives with the ticket instead of being assembled after the fact by whoever is asked to explain it.

— DIRECTOR OF IT SERVICE MANAGEMENT

DEPLOYMENT SNAPSHOT

SECTOR

Enterprise financial services

COWORKERS

Network · Database · Compute

RESOLUTION MODE

Human-in-the-loop for production changes

AUDIT

Every recommendation logged and attributed

INTEGRATIONS

ServiceNow · PagerDuty · Slack

GOVERNANCE

Unified on CERNE control plane

OUTCOME FOCUS

Time to first evidence per ticket

COMPLIANCE POSTURE

Policy-governed, fully auditable

HOW IT WAS SET UP

Context	Reads telemetry, tickets and email to reconstruct root cause and impact before a human is assigned the ticket.
Propose	Drafts a root-caused remediation with the evidence behind it, rather than a bare recommendation the analyst must justify themselves.
Gate	Production-touching changes wait for a named approver , who reviews the proposal and evidence rather than starting an investigation.
Audit	Every recommendation, approval and outcome is logged and attributed , producing the record regulated change control requires.

WHAT CHANGED

BEFORE ITOPS COWORKER

- Every ticket **starting from a blank form**
- Evidence assembled after the fact, for auditors
- Handoffs to network or database resetting the clock
- Repeat incidents reinvestigated from scratch
- Analyst time spent reconstructing, not resolving

WITH ITOPS COWORKER

- Tickets arriving with **root cause and impact attached**
- Evidence generated as a property of the investigation
- Named approval on production changes, evidence-backed
- Repeat patterns recognised and linked automatically
- Analyst time spent on judgement, not reconstruction

WHERE THE CHANGE CAME FROM

Evidence stopped being extra work

Producing the audit trail as a by-product of the investigation removed the reconstruction that had made regulated change slow.

Gating did not mean stalling

Human-in-the-loop approval on production changes arrived with the proposal and its evidence, so the approver was confirming rather than investigating.

Context compounded across incidents

Linking a new ticket to a prior similar pattern meant the desk stopped re-solving problems it had already solved once.

WHY THIS MATTERS IN FINANCIAL SERVICES

Capabilities doing the work in this deployment:

Pre-solved tickets

Root cause & impact attached

Human-in-the-loop gating

Full audit trail

Repeat-pattern recognition

ServiceNow integration

Policy-governed changes

CERNE control plane

BOTTOM LINE

ITOps Coworker gave a regulated service desk tickets that arrive with the evidence auditors ask for, instead of evidence assembled under deadline.

Meet the coworker who works the night shift.

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

