

CUSTOMER SUCCESS STORY

One console, every client's estate.

A datacenter operator managing dozens of client environments was running separate monitoring per client and drowning in the overhead. **ITOps Coworker** gave every client's compute, storage, network and facilities one always-on view — without merging their data.

Dozens of clients, one team

An MSP's constraint is rarely technical skill. It is coverage: the same small team is responsible for every client's estate, and the work of watching each one separately does not scale the way the client roster does.

THE SITUATION

Coverage that scaled with headcount, not with the estate

The operator's engineers were skilled and the client relationships were strong. The operating model was the problem:

- **Each client's monitoring stack was separate**, so context-switching between environments consumed as much time as the actual work.
- **Facilities telemetry sat apart from IT telemetry**, so a cooling issue and the compute pressure it caused were investigated as two problems.
- **Overnight coverage meant a rotating on-call** across all clients at once, regardless of which one actually needed attention.
- **Growth meant hiring**, because the model for covering one more client was one more set of eyes on one more dashboard.

THE DECISION

One coworker, watching every environment separately

The operator deployed ITOps Coworker across its full client roster, with facilities telemetry through DCIM and BMS alongside compute, storage and network — each client's data isolated, all of it watched continuously.

We were selling coverage and delivering headcount. Now we sell coverage and deliver a coworker that watches forty environments as attentively as it would watch one.

— CHIEF OPERATING OFFICER

DEPLOYMENT SNAPSHOT

SECTOR

Regional datacenter operator

COVERAGE

Dozens of client environments

COWORKERS

Compute · Storage · Database · Network

FACILITIES

DCIM & BMS telemetry included

ISOLATION

Per-client data, no cross-visibility

RESOLUTION MODE

Autonomous for known patterns, per client

OUTCOME FOCUS

Clients served per engineer

GOVERNANCE

CERNE control plane, policy-governed

HOW IT WAS SET UP

Watch

Continuous telemetry across **every client environment**, with facilities data from DCIM and BMS alongside compute, storage and network.

Isolate

Each client's signals, patterns and history are **kept separate**, so coverage scales without collapsing tenants into one undifferentiated view.

Resolve

Known patterns resolve autonomously per client, per coworker, freeing engineer time for the incidents that genuinely need a person.

Report

Facilities and IT incidents that were previously investigated separately are **correlated automatically**, closing a gap that cost hours per occurrence.

WHAT CHANGED

BEFORE ITOPS COWORKER

- Separate monitoring **per client**, constant context-switching
- Facilities and IT incidents investigated as two problems
- Overnight on-call spanning the whole client roster
- Growth requiring proportional headcount
- Coverage quality varying with whoever was on shift

WITH ITOPS COWORKER

- **One coworker** watching every client, data isolated
- Facilities and compute incidents **correlated automatically**
- Known patterns resolved without waking anyone
- More clients served without proportional hiring
- Consistent coverage regardless of shift or headcount

WHERE THE CHANGE CAME FROM

Coverage decoupled from headcount

Watching forty environments no longer required forty times the attention, letting the operator take on more clients without a matching hire.

Facilities stopped being a second investigation

Correlating DCIM and BMS signals with compute telemetry closed a gap that cost hours whenever a cooling issue masqueraded as a performance problem.

Isolation made multi-tenancy sellable

Keeping each client's data and patterns separate let the operator offer the capability as a feature of the service, not a compromise clients had to accept.

WHY THIS MATTERS FOR SERVICE PROVIDERS

Capabilities doing the work in this deployment:

Multi-client coverage

Per-tenant data isolation

DCIM & BMS correlation

Autonomous known patterns

Facilities + IT unified view

Coverage without added headcount

Consistent shift quality

CERNE control plane

BOTTOM LINE

ITOps Coworker let a datacenter operator scale client coverage without scaling headcount, watching every environment as if it were the only one.

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



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