

## CUSTOMER SUCCESS STORY

# The pager stopped ringing for noise.

A SaaS platform's DevOps team was being paged for pod-level noise that resolved itself before anyone opened a laptop. **Compute Coworker** took the right-sizing and autoscaling off their plate, and the pages that remained were the ones that mattered.

### 3am for nothing

**The most expensive page is the one that needed no action.** A pod that would have recovered on its own still interrupts an engineer's night if nothing between the alert and the phone can tell the difference — and most estates have nothing that can.

## THE SITUATION

### Autoscaling that still needed a human to watch it

The platform ran on Kubernetes across three clouds. Autoscaling existed; judgement did not:

- **Noisy-neighbour pods paged engineers** for resource pressure that would have self-corrected within minutes.
- **Scaling decisions were reactive**, arriving after latency had already degraded for users.
- **Three clouds meant three consoles**, so confirming an incident was really transient took longer than fixing it would have.
- **Senior engineers were the informal escalation path** for anything the autoscaler's rules did not anticipate.

## THE DECISION

### Let Compute Coworker hold the pattern

The team deployed Compute Coworker in autonomous mode for known scaling and right-sizing patterns, with anything unfamiliar or high-risk still routed to a human.

*We were not short of automation. We were short of judgement about which page was real. Once the coworker held that line, the on-call rotation stopped dreading the noisy nights.*

— HEAD OF PLATFORM ENGINEERING

## DEPLOYMENT SNAPSHOT

### SECTOR

Multi-cloud SaaS platform

### COWORKER

Compute Coworker

### ESTATE

Kubernetes across AWS, Azure, GCP

### RESOLUTION MODE

Autonomous for known patterns

### ESCALATION

Human-in-the-loop for novel patterns

### INTEGRATIONS

Datadog · PagerDuty · GitHub · Slack

### OUTCOME FOCUS

Pages per engineer per week

### GOVERNANCE

CERNE control plane, policy-governed

## HOW IT WAS SET UP

### Watch

**Continuous read** of pod, node and cluster telemetry across all three clouds, with no standing privilege required beyond observation.

### Diagnose

Distinguishes **transient pressure** that will self-correct from genuine capacity shortfall, using the pattern history built from prior incidents.

### Resolve

**Right-sizes and scales autonomously** for known patterns; escalates to a named engineer the moment a pattern falls outside its confidence band.

### Learn

Each resolved pattern **sharpens the next judgement call**, so the boundary between autonomous and escalated narrows over time.

## WHAT CHANGED

### BEFORE ITOPS COWORKER

- Noisy-neighbour pods **paging engineers overnight**
- Scaling reactive, arriving after latency degraded
- Three cloud consoles to confirm one transient issue
- Senior engineers as the informal escalation path
- No record of which pages were ever actionable

### WITH ITOPS COWORKER

- Transient pressure **resolved before anyone is paged**
- Right-sizing and scaling running **autonomously**
- One place to see resource state across all three clouds
- Escalation reserved for genuinely novel patterns
- A record of every autonomous decision, reviewable

## WHERE THE CHANGE CAME FROM

### Judgement was the missing layer

The estate already had autoscaling; what it lacked was something that could tell noise from a genuine shortfall before paging a person.

### Autonomy earned incident by incident

Starting on known patterns and widening only as confidence built meant the team never had to trust the coworker all at once.

### Multi-cloud stopped being multi-console

One coworker reading all three environments removed the step where confirming an incident took longer than any fix would have.

## WHY THIS MATTERS FOR SAAS AND DEVOPS TEAMS

Capabilities doing the work in this deployment:

Autonomous right-sizing

Cross-cloud visibility

Pattern-based escalation

Kubernetes-aware

Policy-governed autonomy

Full decision audit trail

Noisy-neighbour detection

CERNE control plane

### BOTTOM LINE

**Compute Coworker gave a SaaS platform's on-call rotation its nights back by learning which pages were never real in the first place.**

## Meet the coworker who **works the night shift.**

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



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