

— CUSTOMER SUCCESS STORY

Clinical uptime, with the record intact.

A digital health platform could not trade availability against auditability — both were regulated. **The SRE Orchestrator** gave it autonomous investigation with in-boundary reasoning and an evidenced record of every action.

**Both,
not either**

In digital health, an outage is a clinical event and a log is a compliance artefact. Faster recovery matters because care depends on it; auditability matters because the regulator will ask — and neither requirement yields to the other.

— THE SITUATION

Two requirements pulling opposite ways

The platform served clinicians in live consultations. Its constraints were unusually tight:

- **Downtime had clinical consequence.** A degraded consultation service is not a customer-experience issue; it interrupts care in progress.
- **Telemetry contained sensitive context.** Logs and traces could not be reasoned over by an external service.
- **Every production change needed evidencing**, which slowed exactly the interventions that shortened outages.
- **The estate was small relative to its obligations**, so a dedicated 24/7 SRE rota was not economically viable.

— THE DECISION

In-boundary reasoning, evidenced action

The platform adopted the orchestrator with the private LLM reasoning entirely in-boundary, conservative autonomy, and every run logged and attributed for clinical governance review.

We could not send consultation telemetry to an external model, and we could not afford a 24/7 rota. In-boundary reasoning was what made an always-on function possible for a team our size.

— CHIEF TECHNOLOGY OFFICER

DEPLOYMENT SNAPSHOT

SECTOR

Digital health platform

ESTATE

Consultation service · Records
API · Scheduling

REASONING

Private LLM, in-boundary only

AUTONOMY

Conservative; restarts and
scaling auto

APPROVAL

Required for anything touching
records path

AUDIT

Every run logged for governance
review

SETUP

Light discovery, no deep
integration required

TEAM

Small platform team, no 24/7 rota

— HOW IT WAS SET UP

Privacy

Private LLM reasoning in-boundary — consultation telemetry, logs and traces never leave the environment the platform controls.

Coverage

An always-on reliability function across the estate, giving a small team **overnight coverage it could not staff**.

Autonomy

Conservative settings — restarts and scaling automatic, anything touching the **records path gated** on a named approver.

Evidence

Every run logged and attributed, producing the record clinical governance requires without a separate write-up exercise.

— WHAT CHANGED

BEFORE THE SRE ORCHESTRATOR

- Overnight coverage the team **could not staff**
- Telemetry that could not leave the boundary
- Change evidencing slowing the fastest interventions
- Outages with clinical consequence, handled reactively
- Governance write-ups assembled after the fact

WITH THE SRE ORCHESTRATOR

- An **always-on function** without a 24/7 rota
- Reasoning entirely **in-boundary**
- Restarts and scaling automatic; records path gated
- Evidence produced as a property of each run
- Investigations opening before a clinician notices

— WHERE THE CHANGE CAME FROM

In-boundary made it possible at all

For regulated telemetry the deployment model is the gating factor; private reasoning is what allowed the capability to be considered.

Coverage without headcount

An always-on role gave a small team the overnight function that a rota of its size could never sustain.

Evidence stopped being extra work

Logged, attributed runs meant governance review drew on records that already existed rather than reconstructions.

— WHY THIS MATTERS IN DIGITAL HEALTH

Capabilities doing the work in this deployment:

Private LLM in-boundary

Always-on without a rota

Conservative autonomy

Records-path approval gating

Attributed runs

Clinical governance evidence

Light discovery

Pre-alert investigation

BOTTOM LINE

The SRE Orchestrator gave a small digital health team round-the-clock reliability cover with reasoning that never left the boundary.

Turn up your SRE Orchestrator.

Value-proving POC in about two weeks — deep integration or light discovery.

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POC

~2 weeks to value



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