

— CUSTOMER SUCCESS STORY

On-call stopped being a retention problem.

A SaaS platform was losing senior engineers to on-call fatigue faster than it could hire them. **The SRE Orchestrator** took the triage loop off the rota — and the rota stopped being the reason people left.

Attrition not uptime

The cost of on-call is rarely measured where it lands. It appears as attrition, slower roadmap delivery, and the quiet seniority tax of engineers who spend their best hours recovering from a night shift rather than building.

— THE SITUATION

A rota nobody wanted to be on

Availability was good. The way it was achieved was the problem:

- **Most pages were not incidents.** The majority of overnight alerts resolved themselves or needed no action, but each still required a human to look.
- **Context reconstruction dominated.** Being paged meant rebuilding the picture from scratch, usually across services the engineer did not own.
- **Multi-tenant blast radius was unclear.** Establishing which customers were affected took longer than the fix.
- **Senior engineers were leaving,** and exit conversations named on-call more often than compensation.

— THE DECISION

Take the triage loop off the rota

The platform deployed the orchestrator with light discovery first, letting it triage every alert and post findings before paging — then widened autonomy as confidence grew.

We were not failing our SLAs. We were failing our engineers. The rota was the single most cited reason people left, and it was the one thing we had never automated.

— VP OF ENGINEERING

DEPLOYMENT SNAPSHOT

SECTOR

B2B SaaS platform

ESTATE

Multi-tenant application · Data tier · APIs

SETUP

Light discovery, expanded to deep integration

ON-CALL AGENT

Triages every alert before a page

AUTONOMY

Widened progressively from read-only

HANDOFF

Routine fixes to Claude Code / Cursor

INTEGRATIONS

Grafana · Opsgenie · GitHub · Slack

OUTCOME FOCUS

Pages per engineer per week

— HOW IT WAS SET UP

Triage

The **on-call agent triages every alert** and posts findings before anyone is paged — silencing noise and routing the rest to the right team with context attached.

Context

Investigations arrive with the **service map, recent deploys and prior similar incidents** already assembled, removing the reconstruction that dominated response time.

Blast radius

Tenant impact established as part of the investigation rather than as a separate exercise once the fix is already understood.

Handoff

Routine code fixes handed to **coding agents with full context** — traces, logs and service map — so a fix arrives as a reviewable pull request.

— WHAT CHANGED

BEFORE THE SRE ORCHESTRATOR

- Most overnight pages requiring **no action**
- Context rebuilt from scratch on every page
- Tenant blast radius unclear during response
- Senior engineers citing on-call when they resigned
- Roadmap velocity absorbing the recovery cost

WITH THE SRE ORCHESTRATOR

- Alerts **triaged before** anyone is paged
- Investigations arriving with context assembled
- Tenant impact established within the investigation
- The rota no longer the reason people leave
- Routine fixes arriving as reviewable pull requests

— WHERE THE CHANGE CAME FROM

The pages that mattered got through

Triaging before paging changed the signal-to-interruption ratio, which is the variable engineers actually experience.

Light discovery removed the barrier

Starting without deep integration meant value in days rather than an integration project competing with the roadmap.

Autonomy widened on evidence

Beginning read-only and expanding as the team verified decisions is what made broader automation acceptable internally.

— WHY THIS MATTERS FOR A SAAS BUSINESS

Capabilities doing the work in this deployment:

On-call agent triage

Light discovery start

Progressive autonomy

Tenant blast radius

Context-assembled investigations

Coding-agent handoff

Alert noise reduction

Service map learning

BOTTOM LINE

The SRE Orchestrator took the triage loop off the rota, and on-call stopped being the reason senior engineers resigned.

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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