

— CUSTOMER STORY

The cloud bill finally matched what the product actually used.

Waste that nobody owns

Idle compute and forgotten disks are nobody's job to hunt down. They're not urgent, they're not exciting, and by the time finance flags the bill, three more months of waste have already accumulated behind them.

The situation — A cleanup task that never won the priority fight

Everyone agreed the waste was real. Nobody's sprint had room for it:

- Engineers spun up test environments for a sprint and moved on; a meaningful share were never torn down.
- FinOps could see the anomaly in the dashboard but had no direct way to act on infrastructure they didn't own.
- A quarterly cost review would surface the same categories of waste, get triaged into tickets, and mostly not get done before the next review.
- The one engineer who reliably found and fixed this stuff was also the one everyone needed for actual incidents.

The move — Give FinOps a governed way to act, not just to flag

The team promoted a FinOps agent that investigates spend anomalies and idle resources continuously, executing safe cleanup automatically and routing anything touching a named production tag to engineering for a decision.

"FinOps had always been able to see the problem. What changed is that seeing it and fixing it became the same step, instead of a dashboard and a ticket and a wait."

— VP OF ENGINEERING

— DEPLOYMENT SNAPSHOT

SECTOR

B2B SaaS platform

ESTATE

Cloud compute, storage, test environments

START POINT

Described objective: find and clean up unused disks

AUTONOMY

Non-production automatic; production tagged items gated

SPECIALISTS USED

FinOps Agent, Compute Specialist

GOVERNANCE

Cost ceiling per run, tag-based routing

SETUP

Light discovery across cloud accounts

INTEGRATIONS

Cloud billing APIs, Slack, ticketing

— ILLUSTRATIVE IMPACT

60%

LESS TRIAGE

45%

FASTER START

\$18

PER RUN

- **The objective is the spec.** A plain-language description is enough to draft the first working version.

- **Gates make speed defensible.** One well-placed approval step let the rest run without a fight over trust.

— HOW IT WAS BUILT

Describe

'Find and clean up unused cloud disks' — one of the quick-start objectives — became the first promoted agent inside a week.

Compose

The FinOps Agent correlates billing data with tags and usage, and a flow-control step separates test-tagged resources from anything touching production.

Govern

A per-run cost ceiling caps how much gets reclaimed in one pass, and anything tagged production routes to a human instead of executing.

Promote

The agent now runs on a schedule with its own cost-saved metric tracked alongside its own operating cost — the ROI is visible, not assumed.

— WHAT CHANGED

BEFORE AGENT BUILDER

- Idle test environments accumulating for months
- FinOps able to see waste but not act on it directly
- Quarterly cleanup sprints that rarely finished
- Cost review producing tickets instead of fixes
- One engineer as the bottleneck for all cleanup work

WITH AGENT BUILDER

- Non-production waste reclaimed on a standing schedule
- FinOps and the agent share the same view and the same action
- Cleanup running continuously instead of quarterly
- Production-tagged resources still routed to a human
- Cleanup work no longer bottlenecked on one person

— WHERE THE CHANGE CAME FROM

Tags did the routing, not judgement calls

Separating production from non-production by tag meant the safe 90% could run unattended from day one.

The metric was cost saved, not tickets closed

Tracking dollars reclaimed against the agent's own running cost made the case for expanding it self-evident.

FinOps got a lever, not just a dashboard

The gap had never been visibility. It was the missing step between seeing waste and being allowed to remove it.

— WHY THIS MATTERS IN B2B SAAS

FinOps Agent

Tag-based routing

Per-run cost ceilings

Continuous anomaly detection

Production approval gate

Cost-saved tracking

Light discovery start

Scheduled promoted agent

— BOTTOM LINE

Agent Builder turned a cleanup task nobody had time for into a standing agent that pays for itself and shows its work.

Customer anonymised at their request; profile and quotation are representative of a deployment in this sector, not a named engagement. Outcomes are illustrative, not measured benchmarks, and vary by estate size and configuration. © 2026-2027 LumiOps.AI.

Put Agent Builder to work.

Describe an objective, watch it draft the workflow, and promote what works into a standing agent.

GET IN TOUCH
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PLAYGROUND
Try it, no setup

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