

— CASE STUDIES

Five teams. One question: whose method runs at 3am?

Short case studies from managed services, banking, retail, telecom and government — each showing what changed once one person's best method became a skill the whole team could run.

5 case studies

5 sectors

32 built-in skills

— INSIDE THIS BOOKLET

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Managed Services

One method across forty customer estates

02

Banking

A guardrail the auditors could read

03

Retail

900 alerts a day, down to a handful

04

Telecom NOC

New hires productive in week one

05

Public Sector

Same procedure, every time, on the record

— PUBLISHED BENCHMARK RANGES

40-60%

LOWER MTTR

~90%

LESS ALERT NOISE

1/3 week

BACK FROM FIREFIGHTING

Day 1

NEW-HIRE RAMP

Every team here already had the right method. They just hadn't written it down in a form anyone else could run.

Versioned, routed, governed skills — one engineer's best method, runnable by the whole team.

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What these five have in common

None of these teams were short of expertise. Each had someone whose method was reliably right. What they lacked was a way to run that method without that person — consistently, within limits everyone could see, and with a record of what happened.

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— THE RECURRING PATTERN

Cloning beat writing from scratch.

Most teams started from a built-in skill and changed ten percent of it.

The constraint was the selling point.

A limit written into the skill convinced risk and audit faster than any policy.

Juniors directed, seniors reviewed.

Expert time moved from repeating the method to improving it once.

The output was the record.

A consistent schema turned every run into evidence nobody had to assemble.

— AT A GLANCE

SECTOR	STARTING POINT	AUTONOMY	PRIMARY DRIVER
Managed Services	Cloned K8s Pod Diagnostics	discover for NOC, manage for seniors	Inconsistent diagnosis
Banking	SOP converted to skill	discover only, read_only enforced	Audit evidence
Retail	Catalog correlation skills	discover, manage on cache	Alert flood
Telecom NOC	Veterans' checklist as skills	discover only	New-hire ramp
Public Sector	Approved SOPs as skills	discover; manage with approval	Provable procedure

01 — MANAGED SERVICES

Forty customer estates, one way of diagnosing them.

SECTOR
Managed servicesSTART POINT
Cloned catalog skillAUTONOMY
discover → manageDRIVER
Inconsistent diagnosis

The situation

- Three senior engineers had a reliable way of diagnosing Kubernetes crash loops. Everyone else improvised.
- The same fix was written up in four different wiki pages, each slightly out of date.
- NOC staff escalated to seniors for anything past the first two steps, which capped how many customers each shift could cover.
- Customer reviews kept surfacing the same complaint: inconsistent answers to similar problems.

How it was built

- **Clone.** Started from the built-in pod diagnostics skill rather than a blank file — most of the method was already there.
- **Tune.** Added the two extra checks the seniors always ran, plus a step for their most common customer-specific misconfiguration.
- **Constrain.** NOC runs it as discover only; seniors can promote a fix to manage on tagged namespaces.
- **Route.** Persona filtering means first-line staff only ever see the skills their role permits.

What changed

- One versioned method across all forty estates
- The skill replaced the four wiki pages
- NOC completes the full diagnosis itself
- Seniors review skill output instead of repeating it
- Consistent answers, with the evidence attached

"We weren't selling hours, we were selling our three best engineers — and we only had three. Now the NOC runs their method, and the seniors review it instead of repeating it."

— HEAD OF SERVICE DELIVERY

— CAPABILITIES DOING THE WORK

Skill cloning

Persona filtering

Workspace skills

RBAC per tenant

Versioned method

Output schema

discover / manage classes

Company catalog

— EVERY ENGINEER, A DIFFERENT METHOD

A managed service provider lives or dies on consistency. When two engineers investigate the same alert two different ways, customers notice — usually in the monthly review, and usually not kindly.

Skills Builder let a managed service provider sell its best engineers' method on every shift — not just the shifts those three people happened to work.

02 — BANKING & FINANCIAL SERVICES

The rule everyone shouted in the SOP is now enforced in the skill.

SECTOR

Retail bank

START POINT

SOP to skill

AUTONOMY

discover only

DRIVER

Audit evidence

The situation

- The runbook's most important line — do not terminate sessions without a DBA — was written in capitals and enforced by nothing.
- Automation scripts ran with broad credentials, so the only limit was the script author's memory.
- Each investigation produced notes in a different format, which made post-incident review slow.
- Audit wanted proof that diagnostic tooling could not change production, not a promise that it would not.

How it was built

- Translate.** The existing SOP was turned into ordered steps, declared connectors and an output schema.
- Constrain.** read_only, a 5,000-row ceiling and a never-list covering session termination and index drops.
- Classify.** Declared as discover, so no agent calling it can do more than read, whatever its own settings.
- Record.** Every run returns the same schema, which now doubles as the post-incident evidence pack.

What changed

- The rule enforced as a constraint on every run
- Tool calls limited to the declared list
- One output schema for every investigation
- Audit reads the constraint block directly
- The evidence pack exists when the run ends

"The auditors didn't want our word that the tool was read-only. They wanted to see the line that made it read-only. Now they can."

— HEAD OF DATABASE ENGINEERING

— CAPABILITIES DOING THE WORK

Skill constraints

discover class

Custom from SOP

Output schema

Declared connectors

RBAC

Audit-ready runs

Versioning

— "NEVER KILL A SESSION"

In a core banking database, one terminated session at the wrong moment can orphan a transaction. Every DBA knows it. The trouble is that knowing it and enforcing it are two very different things.

Skills Builder turned the one line every DBA shouted in the runbook into a rule nothing can bypass — and gave audit something concrete to read.

03 — RETAIL & E-COMMERCE

The morning alert flood became a short list of real problems.

SECTOR

Omnichannel retail

START POINT

Catalog correlation skills

AUTONOMY

discover → manage

DRIVER

Alert flood

The situation

- A single slow dependency could fire alerts from a dozen services, each looking like its own incident.
- The engineer who was good at spotting the common cause did it by instinct and could not explain it quickly.
- Memory-leak patterns in one service kept recurring and being diagnosed from scratch.
- On busy trading days the flood hid the one alert that was actually about money.

How it was built

- **Enable.** Turned on the built-in correlation and deploy-timeline skills for the SRE persona.
- **Test.** Replayed a month of alert bursts through the router to check which skills each would select.
- **Install.** Added the recommended Memory Leak Detection skill after the pattern repeated fourteen times.
- **Promote.** Cache flushes moved to manage on tagged services; anything touching checkout still needs approval.

What changed

- Bursts collapsed into a few real incidents
- Correlation run the same way on every shift
- A dedicated skill for the recurring leak pattern
- Checkout-related incidents surfaced first
- The first hour spent fixing, not sorting

"We didn't need fewer monitors. We needed something to read all of them at once and tell us it was really one problem with the search cache."

— DIRECTOR OF PLATFORM OPERATIONS

— CAPABILITIES DOING THE WORK

Correlation skills

AI recommendations

Marketplace install

Skill Router testing

Deploy timeline

manage class

Approval gating

Persona filters

— NINE HUNDRED ALERTS, MAYBE SIX PROBLEMS

The retailer's monitoring was thorough. Too thorough. Every morning started with several hundred alerts across storefront, search and checkout, and the first hour went on working out which ones actually mattered.

Skills Builder turned a daily wall of alerts into a short, ranked list — and caught the recurring leak nobody had time to name.

04 — TELECOM & NETWORK OPERATIONS

New NOC hires started running senior methods in their first week.

SECTOR
Regional telecomSTART POINT
Veterans' checklistAUTONOMY
discover onlyDRIVER
New-hire ramp

The situation

- Latency and routing investigations followed a mental checklist only the veterans carried.
- Juniors escalated early and often, which pulled senior staff off planned work.
- Two veterans were due to retire within the year, taking decades of pattern recognition with them.
- Shift quality varied noticeably depending on who was rostered.

How it was built

- **Capture.** Two afternoons of veterans talking through their checklist, written up as steps and connectors.
- **Constrain.** Read-only by design — the skills investigate and rank causes, they never change routing.
- **Filter.** Juniors see the NOC persona set, so the right skills surface for the alerts they handle.
- **Version.** Veterans tuned the steps weekly for a month, with calibration tracked on each version.

What changed

- Juniors running the full method in week one
- Escalation kept for genuinely novel cases
- The veterans' method preserved as versioned skills
- The same investigation on every shift
- Seniors review output instead of teaching basics

"I used to explain the same five checks to every new starter. Now I wrote them down once, properly, and I review what the skill found instead."

— PRINCIPAL NETWORK ENGINEER

— CAPABILITIES DOING THE WORK

Custom from SOP

Persona filtering

discover class

Versioning

Calibration tracking

Declared connectors

Skill ownership

Workspace skills

— A SIX-MONTH APPRENTICESHIP

Network operations has always been learned by sitting next to someone. It works, slowly. At this operator, a new NOC engineer took around six months before anyone trusted them alone with a regional outage.

Skills Builder gave a growing NOC its veterans' method from day one, and kept it after the veterans left.

05 — PUBLIC SECTOR & GOVERNMENT

Every investigation now follows the procedure the department signed off.

SECTOR

Central government

START POINT

Approved SOPs

AUTONOMY

discover; manage gated

DRIVER

Provable procedure

The situation

- Different teams interpreted the same identity-access SOP slightly differently.
- Contractors and staff had different permissions, but the tools did not reflect that.
- Review panels asked for evidence of procedure, and the team assembled it by hand afterwards.
- Anything touching citizen-facing services required approval that was tracked in email.

How it was built

- **Translate.** Each signed-off SOP became a skill, step for step, so nothing was reinterpreted along the way.
- **Permission.** RBAC mirrors staff and contractor roles — denied skills are dropped and shown as denied.
- **Gate.** Anything tagged citizen-facing requires approval, recorded with the run rather than in email.
- **Evidence.** The output schema doubles as the record review panels ask for.

What changed

- One skill, one procedure, every team
- RBAC enforcing role differences automatically
- Evidence produced by every run
- Approvals recorded alongside the run
- Findings backed by the procedure itself

"Our auditors asked the same question every year: can you show the procedure was followed? Now the skill is the procedure, and the run is the proof."

— DEPUTY DIRECTOR, DIGITAL OPERATIONS

— CAPABILITIES DOING THE WORK

Custom from SOP

RBAC routing

Approval gating

Output schema

manage class

Audit trail

Versioning

Declared connectors

— THE PROCEDURE IS THE POLICY

In a government department, how an investigation was done matters almost as much as the result. If the approved procedure wasn't followed, the finding is hard to defend — however correct it turned out to be.

Skills Builder let a government department prove its approved procedures were followed — by making the procedure the thing that runs.

— THE PATTERN

Expertise scales when it stops being a habit.

Every team here already had the right method. What changed was its format — from something one person did from memory to a recipe with steps, limits and a predictable result that anyone could direct.

WHAT A HABIT ASSUMES

- That the expert is available when it matters.
- That the wiki page is still accurate.
- That everyone applies the method the same way.
- That the limits will be remembered.

WHAT A SKILL PROVIDES INSTEAD

- The method on every shift, for every role.
- A versioned recipe with calibration tracked.
- One procedure, applied identically.
- Constraints enforced on every run.

— ACROSS ALL FIVE TEAMS

5

SECTORS COVERED

32BUILT-IN SKILLS TO START
FROM**40-60%**

LOWER MTTR (BENCHMARK)

Day 1

NEW-HIRE RAMP

Customers anonymised at their request; profiles and quotations are representative of deployments in each sector, not records of named engagements. Ranges reflect published AIOps and ITOps benchmarks and depend on your estate and starting point. Third-party names are trademarks of their owners. © 2026-2027 LumiOps.AI.

— IN THEIR WORDS

"We weren't selling hours, we were selling our three best engineers — and we only had three. Now the NOC..."

**HEAD OF SERVICE
DELIVERY**

"The auditors didn't want our word that the tool was read-only. They wanted to see the line that made it..."

**HEAD OF DATABASE
ENGINEERING**

"We didn't need fewer monitors. We needed something to read all of them at once and tell us it was really..."

**DIRECTOR OF
PLATFORM
OPERATIONS**

"I used to explain the same five checks to every new starter. Now I wrote them down once, properly, and I..."

**PRINCIPAL NETWORK
ENGINEER**

"Our auditors asked the same question every year: can you show the procedure was followed? Now the skill..."

**DEPUTY DIRECTOR,
DIGITAL OPERATIONS**

1

Someone already had the right method

2

It was cloned or written as a skill

3

The limits were written into it

4

Juniors ran it; seniors improved it

— IN CLOSING

Your best method is already written in someone's head. Write it down properly.

Every story here started with an existing SOP or a veteran's checklist. The work was structure — steps, constraints, a schema — not inventing anything new.

40-60%

LOWER MTTR

~90%

LESS ALERT NOISE

1/3 week

BACK FROM FIREFIGHTING

Day 1

NEW-HIRE RAMP

— WHERE TO START

1**Find the most repeated fix**

The one your expert is most tired of explaining.

2**Clone the nearest built-in**

Start from the catalog, change what is different.

3**Run it in discover first**

Earn the next autonomy class with a track record.

— WHERE YOUR FIRST SKILL WILL COME FROM

Company catalog

32 production-tested skills to start from.

Workspace

Your clones and SOP-built skills.

Marketplace

Specialists, installed when Lumi spots a gap.

Every team here changed the format of what they knew, not what they knew.

Turn your best runbook into a skill.

Start from a built-in skill, clone it, and make it match how your team actually works.

GET IN TOUCH

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CATALOG

32 built-in skills

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