

— CUSTOMER STORY

Forty customer estates, one way of diagnosing them.

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.

The situation — Tribal knowledge, sold as a service

The provider ran operations for forty mid-sized customers. The quality of the work depended on who picked up the ticket:

- 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- The same fix was written up in four different wiki pages, each slightly out of date.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.

The move — Clone the catalog skill, write in the house method

The team cloned the built-in K8s Pod Diagnostics skill into their workspace, added their seniors' extra checks as steps, and filtered it to the NOC persona so first-line staff saw exactly the skills they were allowed to run.

"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

— DEPLOYMENT SNAPSHOT

SECTOR

Managed service provider

ESTATE

40 customer environments

START POINT

Cloned K8s Pod Diagnostics

AUTONOMY

discover for NOC, manage for seniors

PERSONA

NOC and SRE views

GOVERNANCE

RBAC per customer tenant

SOURCE

Company catalog + workspace

INTEGRATIONS

Kubernetes, Prometheus, ticketing

— BENCHMARK RANGES

40-60%

LOWER MTTR

~90%

LESS NOISE

Day 1

NEW-HIRE RAMP

- **The method is the asset.** Once it is written down as a skill, it stops depending on who is awake.
- **Constraints travel with it.** The guardrail lives inside the skill, so no agent can quietly exceed it.

— 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

BEFORE SKILLS BUILDER

- Diagnosis quality depended on who took the ticket
- Four conflicting wiki pages for one fix
- NOC escalating after step two
- Seniors repeating the same explanation daily
- Inconsistency raised in customer reviews

WITH SKILLS BUILDER

- 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

— WHERE THE CHANGE CAME FROM

Cloning beat writing

Starting from the catalog meant the first version took an afternoon, not a sprint.

Persona filters did the training

Showing the NOC only the skills they could run removed a lot of guesswork.

The seniors became reviewers

Their time moved from doing the work to improving the method once.

— WHY THIS MATTERS IN MANAGED SERVICES

Skill cloning

Persona filtering

Workspace skills

RBAC per tenant

Versioned method

Output schema

discover / manage classes

Company catalog

— BOTTOM LINE

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.

40–60% LOWER MTTR**~90%** LESS NOISE**Day 1** NEW-HIRE RAMP

Customer anonymised at their request; profile and quotation are representative of a deployment in this sector, not a named engagement. Benchmark ranges reflect published AIOps/ITOps studies (ITIC, Forrester, New Relic, 2024–2026) and vary by estate. © 2026–2027 LumiOps.AI.

**Turn your best runbook
into a skill.**

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

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CATALOG

32 built-in skills

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