DEPLOY PARTNERS | Droma

JOINT WEBINAR · DEPLOYPARTNERS + DROMA

Droma Agentic AI for IT Operations

From AIOps to trusted agentic operations

PRESENTERS



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TODAY'S SESSION

Agenda

1. Welcome
2. The Path to Trusted Agentic Operations
3. A Fireside Chat: Building Trust as AI Moves to Autonomy
4. Audience Q&A

About DeployPartners

OVERVIEW

Specialist Systems Integrator
Leading provider of Service Assurance, Observability, and IT Operations solutions.

Decades of Experience
Established engineering capability delivering mission-critical enterprise environments.

Delivery Excellence
High-touch technical consultancy with an emphasis on automation, resilience, and operational efficiency.

SERVICES & EXPERTISE

Service Assurance & AIOps
Intelligent event management, observability, telemetry, and automated incident resolution.

Enterprise Integration
Strategic architecture, platform migrations, and complex multi-vendor toolchain integrations.

Managed Services & Advisory
24/7 technical operations, continuous optimization, and lifecycle support.

REGION

Geographic Coverage
Established footprint across APAC (Australia, New Zealand, Southeast Asia) and global reach.

Target Sectors
Tier-1 telecommunications providers, banking and financial services, government, and critical utilities.

Track Record
Trusted by top-tier carriers and enterprise clients to manage large-scale, high-availability networks.

DEPLOYPARTNERS + DROMA

Complementary Strengths
Combines Droma's specialized capabilities with DeployPartners' deep systems integration muscle.

Accelerated Time-to-Value
Pre-tested deployment frameworks reduce delivery timelines and implementation risk.

End-to-End Execution
Seamless project continuity—from upfront strategy and architecture through to localized post-launch support.

Droma Company Overview

- Formerly Grokstream (Product: Grok)
- Founded in 2015
- Vision: Self-Healing IT Operations
- Decades of veteran experience in IT Operations & Management
- Deep expertise in disruptive AI technologies
- Partnership with a world-renowned AI & machine learning research center
- Global team with neuroscience machine learning skills
- Proven at scale: 2,500+ customer environments
- Serve Global CSPs, MSPs and Enterprises



SiliconANGLE

Autonomous, Adaptive and Agentic AI Systems (2025)

Decision & Reasoning Intelligence (2026)

Gartner

COOL NEW VENDOR

Market Guides: Event Intelligence Solutions + AI Offerings for CSP Network Operations

Featured in 10 Hype Cycles

ONUG

Best Agentic Operations Center (AOC) Solution (2026)

Best Overall AI Networking Solution (2024)

GIGAOM

Fast Mover, Challenger, Innovator in AIOps Radar Reports (2024, 2025)

THE FAST MODE

Analyst & Intelligence Champion for Innovation, Telecom Solutions Provider (2026)

MORE TOOLS. MORE ALERTS. LESS CLARITY.

Network & IT Operations Are Breaking

TODAY

- ✕ Alert storms bury the real signals
- ✕ Reactive workflows prioritize response over prevention
- ✕ Siloed tools and teams obscure operational contex
- ✕ Rising complexity increases operational risk and costs
- ✕ Manual investigation and remediation don't scale

WHAT MODERN IT OPS REQUIRES

- ✓ Identify what matters and why
- ✓ Predict issues before impact and human intervention
- ✓ Connect intelligence across tools and domains
- ✓ Reduce manual effort through intelligent (self-learning) automation
- ✓ Closed-loop, human-in-the-loop automation

The Shift to Trusted Agentic Operations

AIOPS 1.0 · RULES & TOPOLOGY

Static rules and thresholds: Hand-tuned correlation that misses what it hasn't seen

Topology-dependent: Needs an accurate CMDB and service map, which drift

Conditional logic: If-then runbooks that break on new failure modes

High effort · rules-dependent · brittle

AIOPS 1.0 + LLM + RPA

LLM + RPA bolt-ons: LLM summaries and scripted automation for known tasks

Same engine underneath: Rules, topology and conditional workflows remain

Doesn't learn or scale: Every new scenario requires more scripts, logic, and ongoing human maintenance.

Doesn't learn · doesn't scale

TRUSTED AGENTIC OPERATIONS

Adaptive intelligence: ML continuously learns from operational data without maintaining static correlation rules

Role-based agents: Investigate, reason, decide and act across domains with shared context and memory

Governed autonomy: Agents operate within guardrails, with human oversight based on risk and trust

Low effort · adaptive · governed

ENABLER 1 · COGNITIVE ARCHITECTURE

What True Agentic AI Really Means

AI agents that perceive, reason, act and learn across operational work — within guardrails, with humans in control.

Persistent Memory

- Episodic memory and a memory graph link events, causes, actions and results
- Context carries across incidents and agents

Adaptive Learning

- 100% ML that adapts as environments change
- Improves from operator feedback and outcomes

Explainable Reasoning

- Causal root cause with traceable evidence
- Confidence behind every recommendation

Governance

- Guardrails, RBAC and tool grants per agent
- Human approval where risk or uncertainty is high

WHAT MAKES THE SHIFT TRUSTWORTHY

Cognitive architecture · Progressive autonomy · Human control

ENABLER 2 · BUILD TRUST, THEN EXPAND AUTONOMY

Progressive Autonomy

WHERE AIOPS 1.0 + LLM + RPA STOPS

AGENTIC OPERATIONS

LEVEL 1
Assistant
Answers, summarizes, drafts

People do the work

LEVEL 2
Investigator
Correlates signals with past incidents

People interpret

LEVEL 3
Recommender
Proposes next-best actions

People decide

LEVEL 4
Governed Actor
Executes low-risk actions within policy

People approve high-risk

LEVEL 5
Self-Healing Ops
Predicts, prevents and resolves

People govern and set strategy

INVESTIGATION — DELEGATION

EVERY ROLE HAS AN ON-RAMP

L1 Operator
Ticketing, triage and root cause

L2 Operator
Cross-domain hypothesis validation

SRE / Platform Owner
Predict degradation early

Problem Manager
Incident prediction and prevention

ENABLER 3 · TRUST IS ENGINEERED, NOT ASSUMED

Human Control and Governance, Built In

Prompt manipulation

System-level guardrails, intent filtering and instruction-hierarchy enforcement

Unsafe actions & tool calls

Role- and risk-based execution controls; human approval for high-impact tasks

Data leakage

Per-agent data boundaries, RBAC from the ground up, memory firewalls between agents

False confidence

Confidence gates, auto-rollback and human review for low-confidence cases

Memory corruption

Versioned writes, checkpoints and reflect-before-commit validation

Cascading failures

Dependency and impact modeling, simulation and global state awareness

GUARDRAILS AT THREE LEVELS
System · Agent · Action

TOOL GRANTS PER AGENT
Full · User-mediated · Blocked

HUMANS IN CONTROL
Approve, override, audit

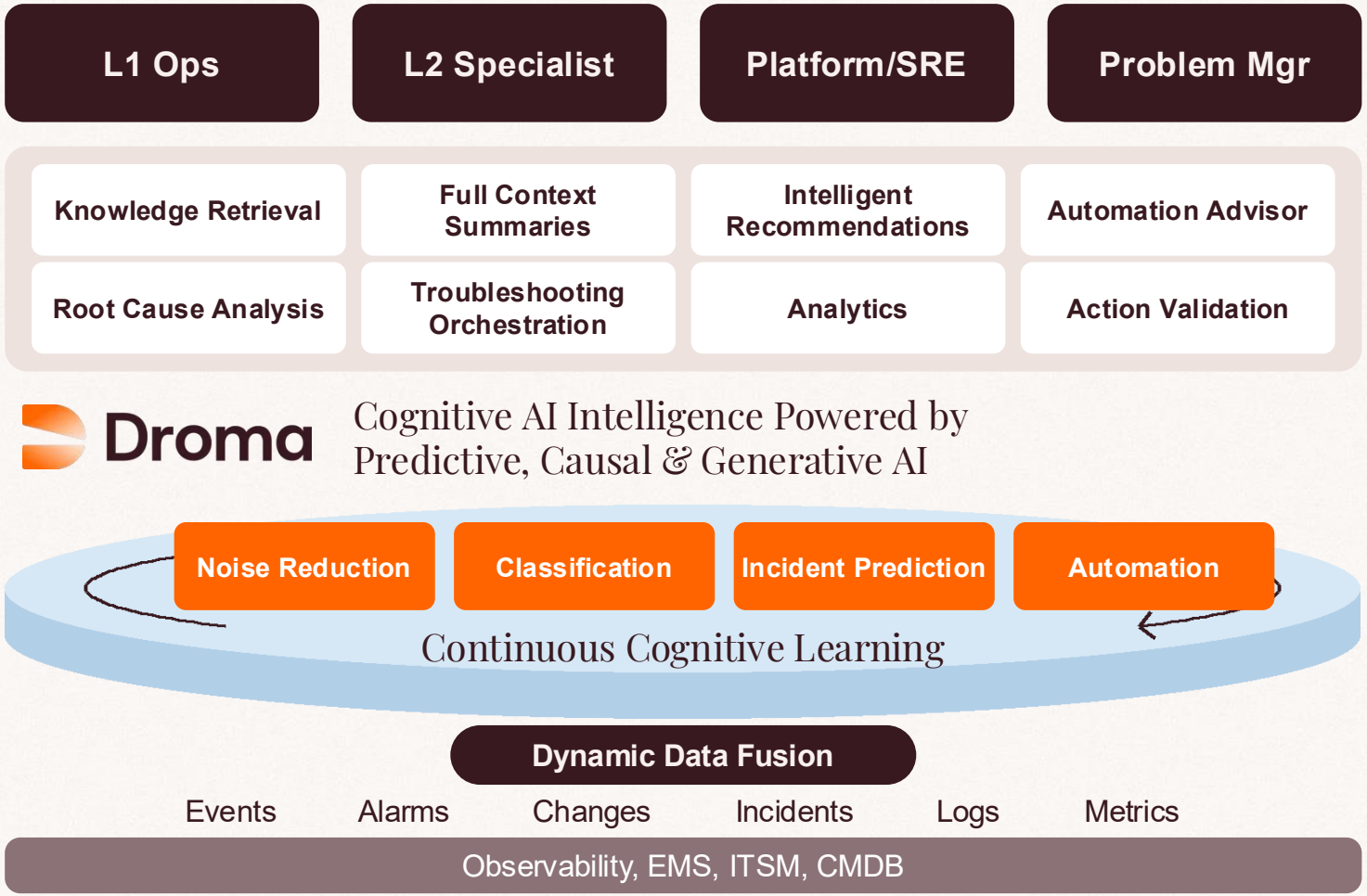
Predictive & Agentic AI for IT Operations

Role-based agents and workflow

Specialized agent services

Governed Autonomy

RBAC / Security · Policy Guardrails · Explainability & Audit · Human-in-the-Loop Approvals & Enrichment



Agent interoperability layer (MCP / APIs)

Learns before, during and after incidents

Unified multi-domain context

PROVEN OUTCOMES

Results in as Little as 3 Months

90%
INCIDENT COMPRESSION AFTER DE-DUPLICATION

48+
HOURS AHEAD IN PREDICTING INCIDENTS

80%
AUTONOMOUS RESOLUTION RATE

50%
REDUCTION IN OPERATIONAL WORKLOAD

TRUSTED BY INNOVATIVE BUSINESSES GLOBALLY

Singtel · NTT Data · Evertec · Fidium · Optimum

EXECUTIVE CONVERSATION

Casey Kindiger in Conversation with Aleks Mitrovic



Casey Kindiger

CEO & Co-Founder, Droma



Aleks Mitrovic

Account Executive, DeployPartners

WHAT WE'LL DISCUSS

Building trust as AI moves from assistance to autonomy

What neuroscience teaches us about trustworthy agents, how to expand autonomy safely and govern what agents can do, real-world results, and how to separate hype from reality.

FOLLOWED BY AUDIENCE Q&A Live interaction with the executive panel. Add your questions in the chat.

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NEXT STEPS

Start Your Shift to Agentic Operations

Agentic operations demo

See role-based agents, progressive autonomy and governance at work on real operational scenarios.

Complimentary assessment

Map where cognitive toil lives in your operations, and where agents can take on work first.

DELEGATE OPERATIONS. ELEVATE PEOPLE.

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