

infinitAIZEN

Use Case

Network operations

Parallel Investigation, One Accountable Answer

For incidents that span many systems, InfinitAIZEN runs specialist agents in parallel across inventory, ticketing and device data, then converges on one evidence-backed root cause inside a governed workflow.

sify

What is built to Improve

Mean time to identify the root cause

Engineers engaged per major incident

Mean time to resolve

Share of root-cause analyses with a complete evidence trail

The Goal

Major incidents get a root cause backed by evidence from every relevant system, without assembling a war room. Fixes follow approved procedures, and each investigation becomes a reusable record.

Why InfinitAIZEN

Parallel, not serial
Specialist agents investigate every relevant system at once and their findings are joined.

The workflow decides what happens next
No individual agent acts on the network on its own. The workflow engine governs every step.

Every investigation on record
Each root-cause analysis is captured as a repeatable, auditable record.

At a Glance

INDUSTRY
Network operations

InfinitAIZEN PRODUCTS
Orchestrate

SYSTEMS
Nautobot, ServiceNow, device telemetry and logs, MOP knowledge base

DEPLOYMENT
Operator managed environment

Methods Used

- Workflow
- Agent
- Retrieval
- Human gate

How It Works

01 **Trigger**
A major incident in ServiceNow opens a governed root-cause workflow under the incident commander's identity.

Workflow

Fan Out **02**
An orchestrator agent assigns specialists in parallel: topology and configuration from Nautobot, recent changes from ServiceNow, device health and logs.

Agent

03 **Converge**
Findings are joined and the orchestrator proposes a root cause with supporting evidence. Its output is schema-validated before it can drive any action.

Agent

Recommend **04**
The matching method of procedure is retrieved from the MOP knowledge base.

Retrieval

05 **Check**
An engineer approves the fix, which executes step by step against the procedure with verification at each step.

Human Gate

Want to find your Agentic AI maturity and gaps?

Take Sify's Agentic AI Assessment

10 questions, five minutes, see where your organization stands, identify your readiness and get practical next steps.

Know More



Build. Run. Govern.
AI at scale.

sify

Contact us at: marketing@sifycorp.com