

## Case Study: Accelerating AI-Driven Incident Response at a Major Retailer

### Overview

A major retailer launched 'Project' to transform its incident management and operational resilience using AI agents and orchestration frameworks. Guidacent was selected to lead delivery management, program strategy, and technical execution to drive innovation and measurable business value across the enterprise.


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### The Challenge / Opportunity

- **Incident Response:** Reduce the impact of outages by fixing incidents faster and mitigating future risks through predictive analytics and real-time data correlation.
  - **Enterprise Integration:** Build an agent-to-agent orchestration framework that connects ServiceNow, Dynatrace, and other SaaS partners for seamless data flow and automated decision-making.
  - **Security & Compliance:** Align with the retailer's security standards, privacy policies, and compliance requirements for identity, authorization, and data minimization.
  - **Change Management:** Enable rapid adoption and operational handover through training, communications, and hypercare support.
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### Guidacent's Solution

Guidacent delivered a comprehensive program operating model and technical architecture for Project:


- **Governance & Architecture:** Developed the Project Target Architecture and ADR Pack, including diagrams, trust boundaries, and agent contracts. Established a program operating model and RACI matrix for governance and decision rights.
  - **Orchestration Platform:** Built the Project Orchestration Service (MVP) with routing, policy guardrails, audit logs, and observability. Demonstrated end-to-end routing across multiple agents with audit trails and SLO dashboards.
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- **Safety & Policy:** Implemented a safety and policy pack for PII handling, redaction, tool use limits, and escalation paths. Passed security reviews and enforced policies in pre-production environments.
  - **SubAgents Integration:** Connected ServiceNow and Dynatrace agents for incident/change/knowledge queries, ticket updates, and topology/alert/trace correlation. Achieved high accuracy on triage intents and validated RBAC.
  - **Testing & Evaluation:** Delivered test plans, offline/online evaluation datasets, shadow runs, and acceptance tests to ensure reliability and safety.
  - **Change Management & Training:** Provided communications, quickstart guides, enablement for Major Incident Management teams, and a rollout playbook for adoption and hypercare.
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## Results

- **Accelerated Incident Resolution:** Enabled faster root cause analysis and incident response, reducing outage impact and improving operational resilience.
  - **Enterprise-Grade Security:** Ensured compliance with the retailer's security and privacy standards, protecting sensitive data and maintaining trust.
  - **Scalable AI Orchestration:** Delivered a modular, scalable framework for agent orchestration, supporting future expansion and integration with additional SaaS partners.
  - **Operational Excellence:** Achieved successful architecture reviews, program governance, and high adoption rates among incident management teams.
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## Best Practices Highlighted

- **Stakeholder Engagement:** Fostered collaboration between IT, security, operations, and vendor teams for holistic solutions.
  - **Phased Implementation:** Minimized risk and disruption through iterative delivery, MVP launches, and continuous improvement.
  - **Data Governance:** Established clear standards for identity, authorization, and data minimization.
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- **User-Centric Enablement:** Focused on training, communications, and operational handover for sustained adoption.
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## **Conclusion**

Guidacent's leadership and expertise empowered a major retailer to transform its incident management and operational resilience with Project. By combining AI-driven orchestration, robust security, and best-in-class program management, Guidacent delivered measurable business value and set a new standard for enterprise incident response.

## **Ready to accelerate your digital transformation?**

Contact Guidacent today to discover how we can help your organization deliver innovative solutions at scale.

