



DROMA PROACTIVE PROBLEM IDENTIFICATION

ACHIEVE A MORE STABLE,
INCIDENT-FREE ENVIRONMENT

BREAK FREE FROM REACTIVE FIREFIGHTING

In today's fast-paced digital landscape, IT Operations and Service Management teams must maximize performance while minimizing downtime and disruptions. The key to preventing incidents lies in effective problem management.

However, traditional approaches, constrained by rules-based ITSM platforms and operational silos, are often static, leaving organizations stuck in reactive firefighting. Limited resources and overwhelming workloads make root cause analysis a challenge, while excessive data can lead to analysis paralysis.

Droma (formerly Grok) Proactive Problem Identification Solution transforms this approach by employing self-learning AI to detect and prioritize recurring events to prevent IT incidents before they escalate.

“
Our customers want the fewest service interruptions possible, and Droma has helped us achieve this. Droma has worked with our team to create a world-class solution that has radically impacted our business, and we couldn't be happier.

- Logicalis, Global MSP
”

CHALLENGES

Implementing effective problem management within IT Service Management (ITSM) presents several challenges that organizations commonly encounter:

- **Balancing Reactive and Proactive Approaches:** Diagnosing and resolving recurring issues is time-consuming and resource intensive. Many organizations remain stuck in reactive "firefighting" mode, addressing major incidents as they arise rather than identifying and mitigating root causes.
- **Siloed Operations & Resource Constraints:** Disparate tools and teams create inefficiencies in collaboration. Organizations also struggle to allocate skilled personnel and advanced tools for thorough problem investigation and resolution.
- **Untapped Opportunity with ITSM Platforms today:** Modern ITSM platforms offer problem management but lack AI-driven prediction. Static topology and rules-based logic hinder dynamic prioritization and root cause visibility.
- **Resistance to Change & Insufficient Technical Knowledge:** Teams may resist adopting new processes or technologies, especially if they lack the necessary technical expertise. This resistance and knowledge gap can focus teams on short-term triage but delay effective problem diagnosis and resolution, leading to recurring incidents.
- **Data Overload & Analysis Paralysis:** High alert volume and fragmented incident data make it difficult for problem management teams to identify root causes. Without timely, contextual insights, they face analysis paralysis, rely on manual inputs, and struggle to prevent recurring issues.

I&O leaders will overspend by \$2 billion on buying unused features of ITSM platforms in 2026, up from \$1 billion in 2021.
- Gartner



SELF-LEARNING, PROACTIVE PROBLEM IDENTIFICATION

To stay ahead, organizations need a more dynamic, intelligent approach to problem management. Addressing these challenges also requires fostering a culture that values proactive problem-solving, allocating appropriate resources and continuously improving processes to manage problems effectively.

Droma Proactive Problem Management embeds AI with intelligent automation to:

Shift from Reactive to Proactive IT with Ease: Droma applies AI-driven pattern recognition to continuously analyze IT environments in real-time. By identifying underlying trends and root causes before they escalate into incidents, Droma shifts problem management from reactive to proactive, reducing downtime and service disruptions.

Overcome Siloed Operations & Resource Constraints: Droma unifies problem management by ingesting data from multiple sources into a single AI platform for continuous learning. This eliminates silos, streamline workflows, and accelerates root cause identification with a single source of truth—reducing the burden on IT teams to sift through and synthesize vast amounts of data.

Enable L1 and L2 Teams to Shift Left with Time to Comfort: Droma's Self-learning AI streamlines complex problem management, reducing reliance on deep technical expertise. As the role of service desks and support teams continues to evolve toward more strategic, insight-driven functions, real-time, contextualized guidance empowers IT teams to make faster, smarter decisions. Droma's transparent AI logic allows operators to review, adjust, and override recommendations for automations and fixes—fostering trust and accelerating adoption.

Reduce Noise: Droma's Cognitive AI detects recurring issues and resolves them autonomously or through automation. It uses intelligent timing controls—waiting briefly to see if an issue resolves on its own before triggering action—to prevent unnecessary alerts. This approach, combined with AI-driven remediation, significantly reduces noise and alert fatigue.

HOW IT WORKS

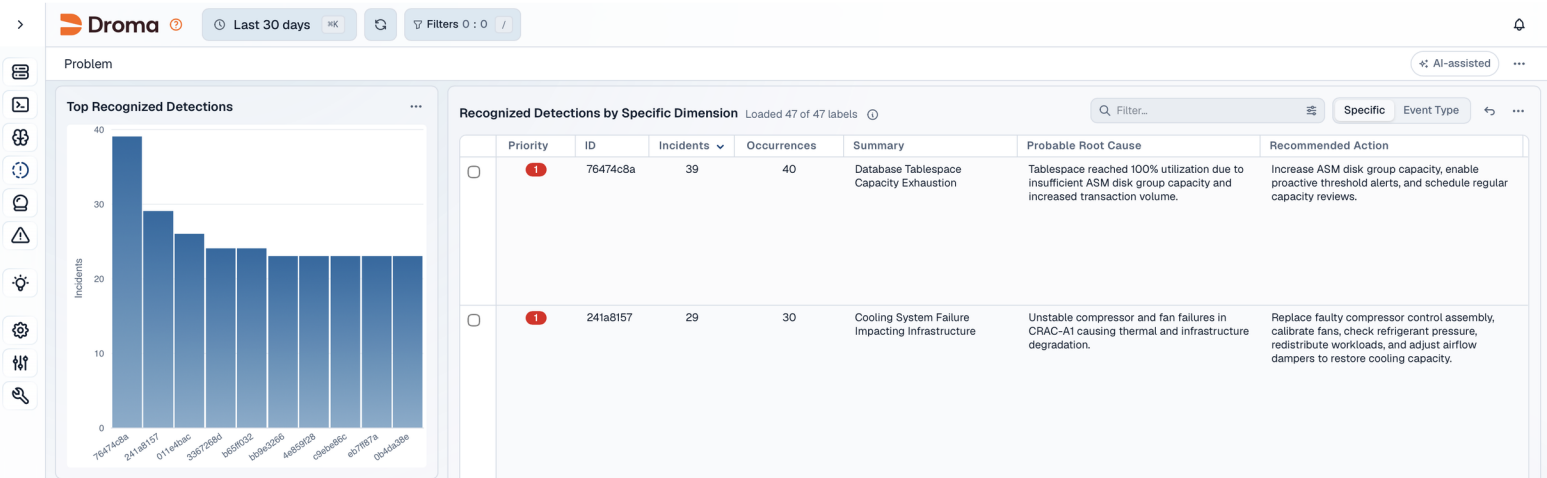
Droma's Proactive Problem Identification Solution transforms problem management by preventing recurring incidents through permanent root cause resolution. By enabling automated remediation, Droma accelerates self-healing, improving IT operational efficiency. It seamlessly integrates problem management into daily workflows, extending beyond major incidents.

With AI-driven workflows, IT teams gain clear, actionable insights to drive continuous improvement and optimize IT performance.



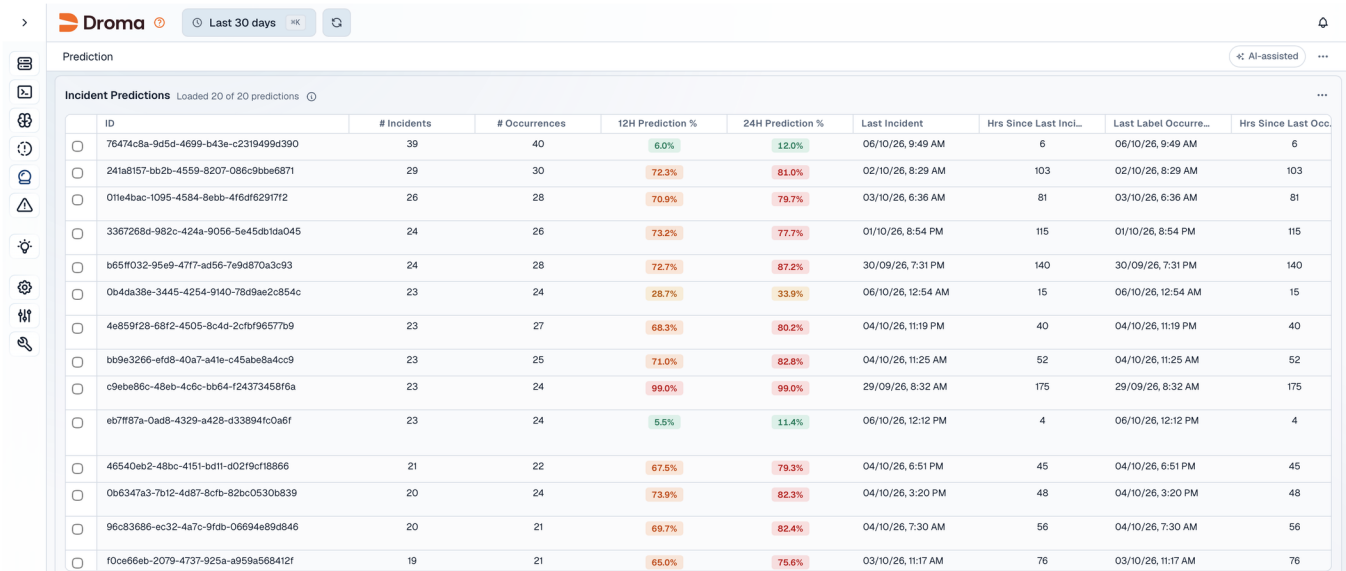
Problem Queue –Droma’s Problem Queue surfaces the top recurring issues across IT operations, using AI to prioritize based on frequency of occurrence and the likelihood of becoming incidents. It provides clear, actionable visibility into persistent problems—allowing teams to proactively trigger preventive fixes and automations before disruptions occur.

Droma Problem Queue



Incident Prediction Queue: Droma predicts incidents by analyzing how often specific issues have occurred in the past and how much time typically passes between them. It continuously learns from this behavior to assess how likely an issue is to reoccur—especially as more time passes since the last occurrence. These predictions are surfaced in the Prediction Queue, highlighting the most probable incidents 6 to 48 hours in advance. The model is constantly refined to improve accuracy and reduce false alarms, giving IT teams the foresight to act before problems escalate.

Droma Incident Prediction Queue



ID	# Incidents	# Occurrences	12H Prediction %	24H Prediction %	Last Incident	Hrs Since Last Inci...	Last Label Occure...	Hrs Since Last Occ.
76474c8a-9d5d-4699-b43e-c2319499d390	39	40	6.0%	12.0%	06/10/26, 9:49 AM	6	06/10/26, 9:49 AM	6
241a8157-bb2b-4559-8207-086c9bbe6871	29	30	72.3%	81.0%	02/10/26, 8:29 AM	103	02/10/26, 8:29 AM	103
011e4bac-1095-4584-8ebb-4f6df6291772	26	28	70.9%	79.7%	03/10/26, 6:36 AM	81	03/10/26, 6:36 AM	81
3367268d-982c-424a-9056-e45db1da045	24	26	73.2%	77.7%	01/10/26, 8:54 PM	115	01/10/26, 8:54 PM	115
b65f032e-95e9-477f-ad56-7e9d870a3c93	24	28	72.7%	87.2%	30/09/26, 7:31 PM	140	30/09/26, 7:31 PM	140
0b4da38e-3445-4254-9140-78d9ae2c854c	23	24	28.7%	33.9%	06/10/26, 12:54 AM	15	06/10/26, 12:54 AM	15
4e859f28-68f2-4505-8c4d-2c9bf96577b9	23	27	68.3%	80.2%	04/10/26, 11:19 PM	40	04/10/26, 11:19 PM	40
bb9e3266-efd9-40a7-a41e-c45abe8a4cc9	23	25	71.0%	82.8%	04/10/26, 11:25 AM	52	04/10/26, 11:25 AM	52
c9be866c-48eb-4c6c-bb64-124373458f6a	23	24	99.0%	99.0%	29/09/26, 8:32 AM	175	29/09/26, 8:32 AM	175
e87f787a-0ad8-4329-a428-d33894fc0a6f	23	24	5.5%	11.4%	06/10/26, 12:12 PM	4	06/10/26, 12:12 PM	4
46540eb2-48bc-4151-bd11-d0219c18866	21	22	67.5%	79.3%	04/10/26, 6:51 PM	45	04/10/26, 6:51 PM	45
0b6347a3-7b12-4d87-8cfe-82bc0530b839	20	24	73.9%	82.3%	04/10/26, 3:20 PM	48	04/10/26, 3:20 PM	48
96c83686-ec32-4a7c-9fdb-06694e89d846	20	21	69.7%	82.4%	04/10/26, 7:30 AM	56	04/10/26, 7:30 AM	56
f0ce66eb-2079-4737-925a-a959a568412f	19	21	65.0%	75.6%	03/10/26, 11:17 AM	76	03/10/26, 11:17 AM	76

HOW IT WORKS (CONTINUED)

Automation Advisor – Automation Advisor

Powered by Droma's self-prioritizing AI automation pipeline, Automation Advisor delivers real-time, context-aware automation recommendations without requiring human input. Each candidate is evaluated based on three key factors:

- Relevance - is it tied to the components involved in detection?
- Fit - has it been successfully used for this or similar issues?
- Quality - Does it typically lead to resolution or ticket closure?

Automation Advisor surfaces proactive, preventive automation recommendations directly within the Problem Queue.

Smart Logic Automation via Droma Automate - Droma's Automation Advisor works with Droma Automate to deliver logic-driven, low-code workflows for proactive problem resolution. Teams can select from a library of prebuilt runbooks and tailor them using a visual drag-and-drop editor.

Droma Automate supports a wide range of connector packs—including applications (e.g., PowerDNS, RabbitMQ, MSSQL), systems and network devices (e.g., Linux, Windows, Cisco, Juniper), and cloud platforms (e.g., AWS, Azure, Google Cloud).

For example, if a team wants to prevent recurring Linux-based service restart tickets, they can select a prebuilt Linux restart runbook, customize it in Droma Automate and apply it directly via Automation Advisor from the Problem Queue.

By integrating historical context, automation quality, and system relevance, this combined capability enables smarter, faster, and more targeted fixes at scale.

Guru: Guru is Droma's virtual assistant that enhances proactive problem identification with generative AI. It delivers concise, context-rich summaries for recurring issues by analyzing alerts, anomalies, historical tickets, and patterns across the environment.

When a problem is surfaced in the Problem Queue, Guru explains what's happening, why it's happening, and how it was previously resolved—giving teams intelligent recommendations, clarity and accelerating root cause analysis.

THE INTERSECTION OF AIOPS AND IT SERVICE MANAGEMENT

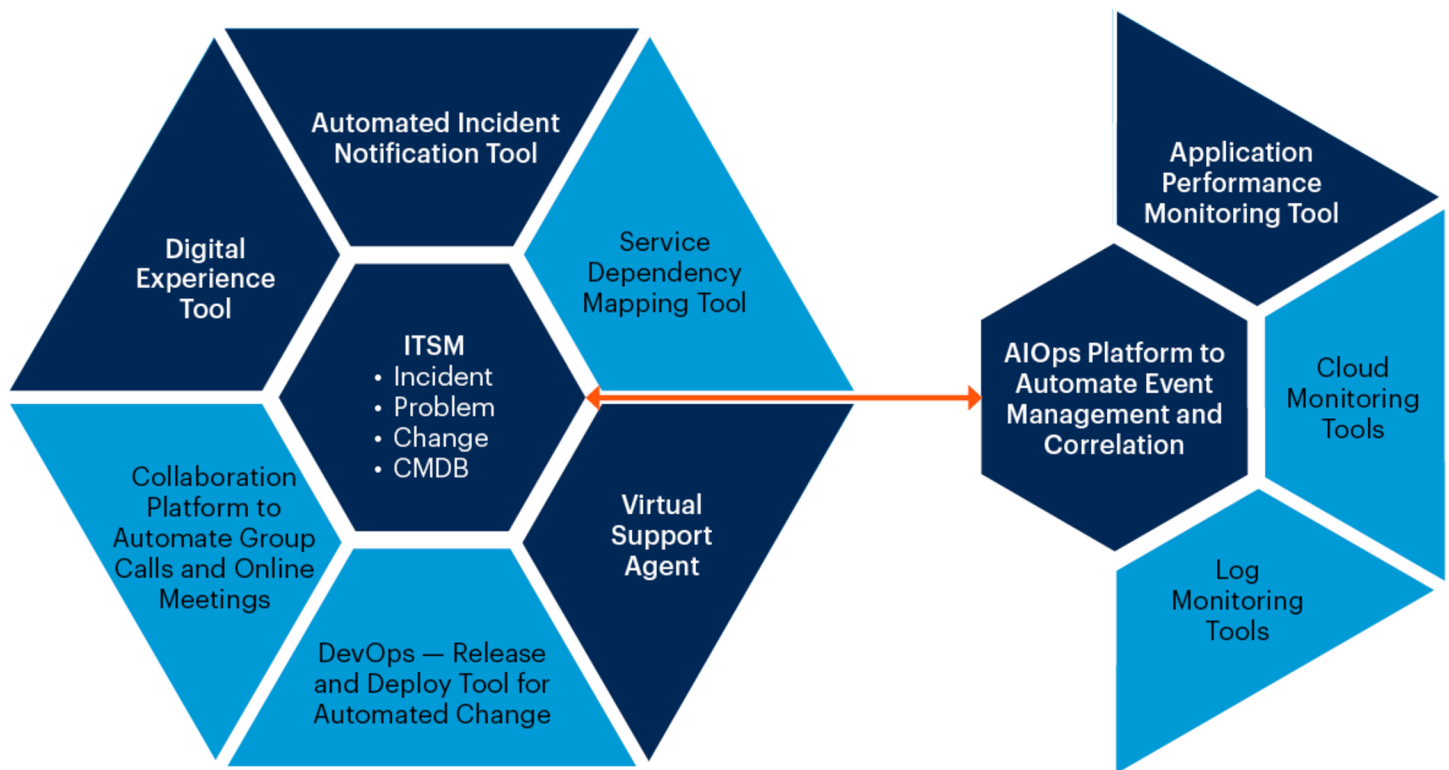
Providing a seamless digital experience is the driving force behind organizations evolving their ITSM practices to stay competitive and efficient.

According to Gartner, 40% of Infrastructure and Operations (I & O) activities will be AI-augmented by 2028.¹ I&O leaders focused on aligning service management functionality with strategic business objectives should align with a broader I & O Strategy. This blueprint from Gartner provides a framework for not only eliminating duplication of effort and tools but also driving collaboration to establishing a cohesive strategy.

Service Operations Tooling Integration Blueprint Example

■ Near-Term Enablement and Integration Goals

■ Long-Term Enablement and Integration Goals



Source: Gartner
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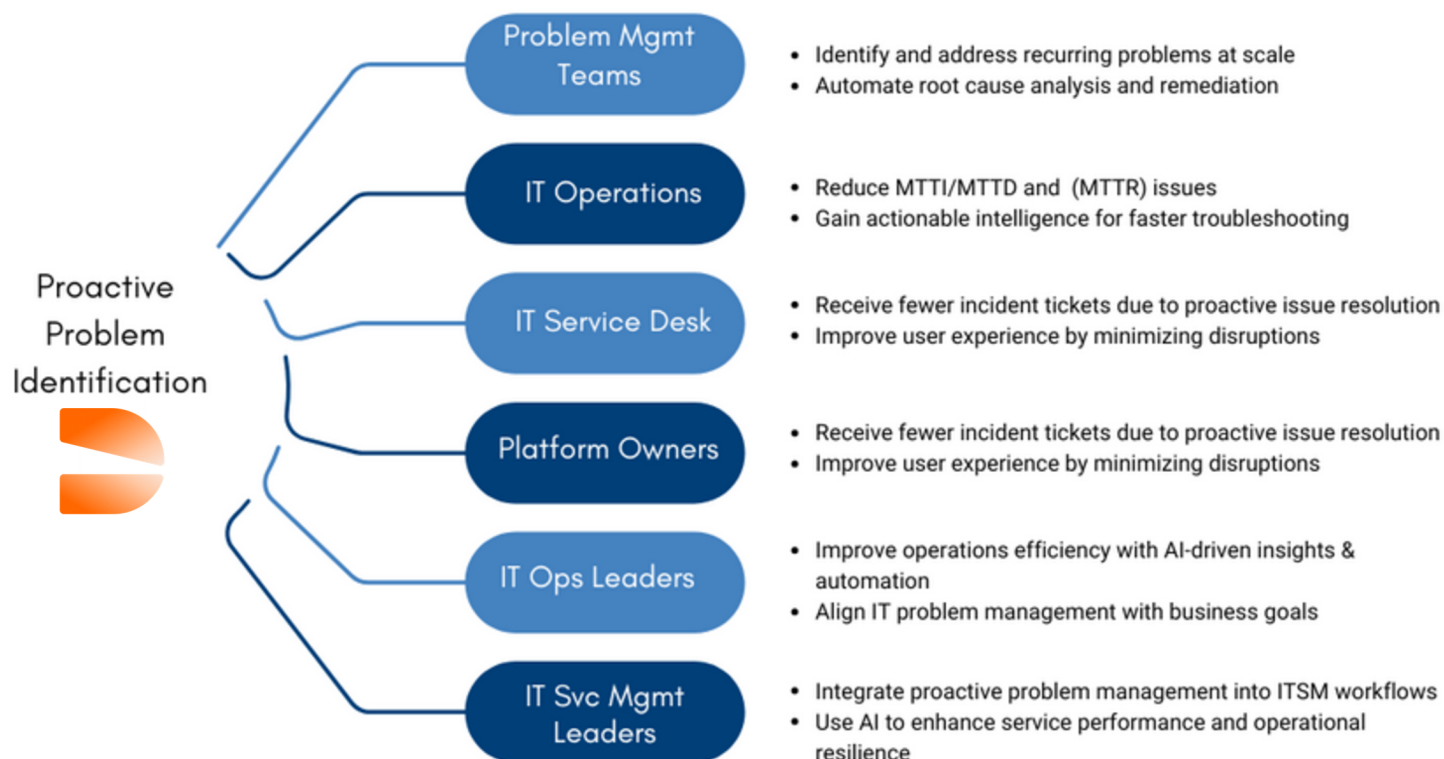
Gartner

AN EXTENSIBLE SOLUTION FOR SERVICE OPERATIONS

Droma goes beyond proactive problem identification to bridge the gap between IT Operations and ITSM organizations.

With its ability to easily integrate with ITSM platforms, Droma offers:

- A Single Source of Truth: Droma ingests and transforms any IT telemetry data, eliminating the need for topology and rule-based automations. As it processes more data, it observes, learns, and adapts to each customer's unique IT ecosystem.
- Proactive Incident Volume Reduction: Detect and resolve recurring service events *before* they impact users.
- Intelligent Incident Response: Deliver self-learning AI automation for triage, diagnostics, ticketing and remediation.
- Improved Knowledge Management: Capture and apply AI-driven insights that continuously learn from operator actions, resolution steps, and knowledge articles—transforming institutional knowledge into intelligent recommendations that enhance troubleshooting and resolution workflows.
- Continuous Improvement: Equip ITSM teams with insights to enhance service delivery and optimize support operations.



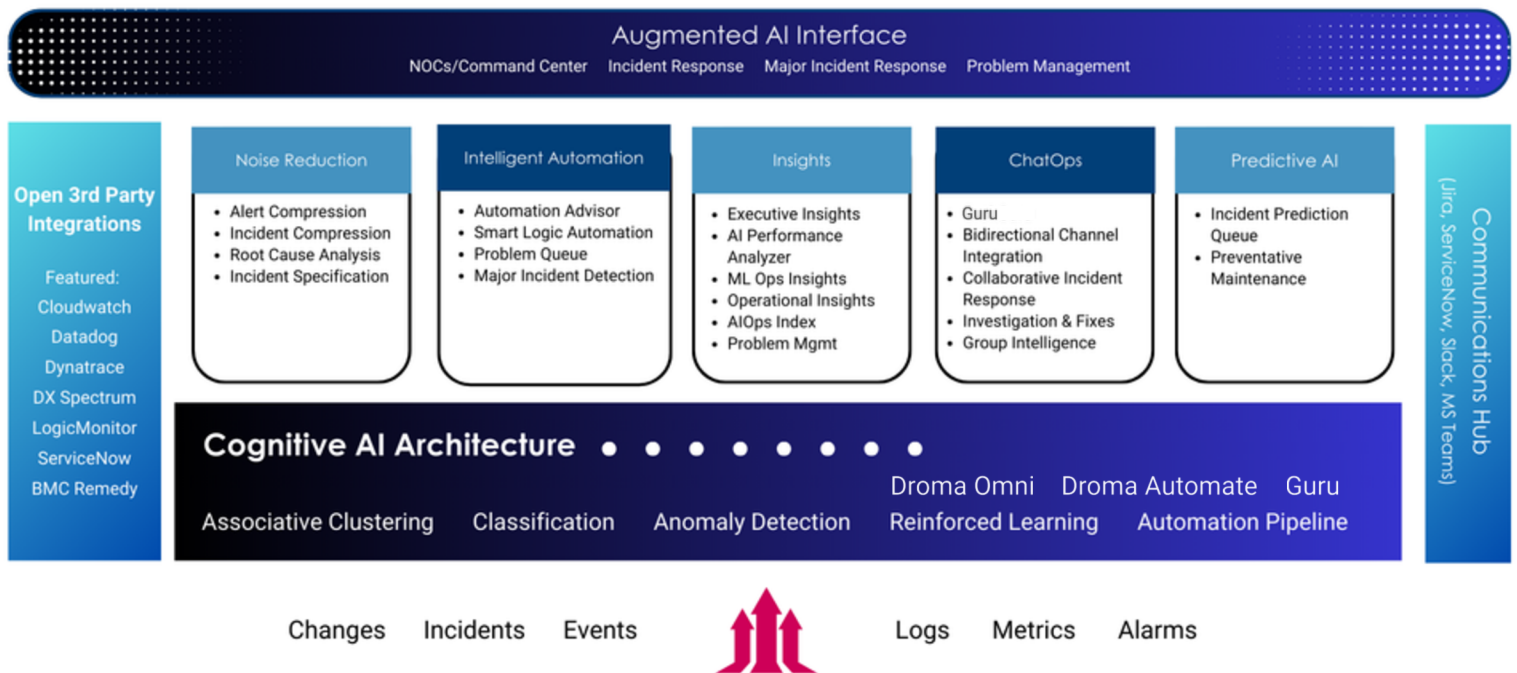
DISCOVER THE POWER OF AI LEARNING WITHOUT RULES

Droma's Cognitive AI Learning Architecture combines neuroscience principles with advanced machine learning to autonomously adapt to any modern IT environment—including hybrid, multi-cloud, and on-premise infrastructures—continuously learning and evolving with your architecture as it changes.

Using composite AI, it continuously observes and synthesizes telemetry, grouping related symptoms by root cause and learning to label patterns in human-friendly terms. Over time, Droma refines its prioritization based on user actions.

Droma shifts IT Operations and Service Management from reactive firefighting to AI-driven prevention. It replaces static, resource-intensive problem management with a proactive, dynamic approach, allowing teams to finally move the needle for incident prevention.

Droma AIOps Platform



ABOUT DROMA

Our mission is to deliver self-healing IT Operations by integrating neuroscience principles with advanced machine learning techniques for continuous AI self-learning. Designed for simplicity and rapid deployment, our plug-and-play AIOps platform is already trusted in over 2,500 customer environments. Our global product team has specialized skills in neuroscience, machine learning and data science to deliver cutting-edge solutions for modern IT challenges.

Questions? Contact us at info@Droma.ai