

CASE STUDY

How Devo Runs a 24/7 Agentic NOC on Strike48

Devo rebuilt its Network Operations Center on its own agentic operations platform, Strike48, and runs it today with no dedicated headcount.



INDUSTRY
Security & IT Operations

USE CASE
Autonomous NOC / Alert Triage & Ticketing

At a Glance

22 → 0

NOC headcount
(Oct 2025 to May 2026)

-\$844K

annual run cost
eliminated

<\$0.10

model tokens
per day

87.5%

faster ticket
resolution

100%

ticket accuracy
(up from ~60%)

150 hrs

saved per
month

The Starting Point: a 22-Person NOC

Devo previously ran its Network Operations Center with 22 people across Spain, India, and the US. Operators manually monitored the alert streams, judged whether each alert warranted investigation, and opened a Jira ticket when one needed a closer look.

The structure was sound. It was also expensive and hard to staff evenly across time zones. And the work itself followed predictable, well-cataloged patterns, which is exactly what an agent can take on.

Rebuilding the NOC on Strike48

The rebuild started by handing the Strike48 agents a knowledge base and an alert catalog. Every alert the NOC handled was documented: what it meant, how to read it, and how to tell a real problem from noise. That catalog became the reference the agents work from.

From there, the team built five workflows and connected them to the systems the human NOC already used. Three MCP connections do the work: the SIEM (Devo) and Observability (Grafana) for alert data, and Atlassian for filing Jira tickets. The agents run the same workflow the human team did, opening tickets autonomously when something needs investigation.

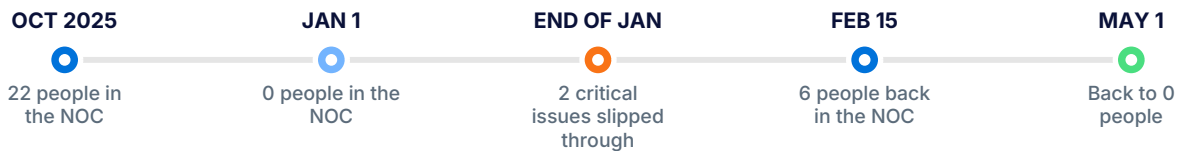
The assessment step is where the value sits. Each workflow enriches an alert with a probability score: how likely it is to be a real, actionable issue. That score is what lets the system escalate the few alerts that matter and suppress the many that do not.

Workflow	Cadence	What It Covers
Tier 1	Every 30 minutes	Critical infrastructure alerts (P1)
Tier 2	Every 6 hours	Performance and degradation alerts (P2)
Tier 3	Every 12 hours	Monitoring and maintenance alerts (P3)
Validator QA	On demand	Re-checks queries to catch false positives in flight
Alert Tuning	Weekly	Reviews every alert source to find noisy or false-positive feeds

The running cost is the part most teams do not expect. The full agentic NOC operates on under ten cents of model tokens per day. Set against roughly \$844k in annual direct comp, that comparison reframes the entire function.

The Rollout Was Not a Straight Line

Going to zero on January 1 was the easy half.



When Devo first removed the human team, two critical issues slipped past the agents, so the company put six people back for three months to stabilize operations and study what broke. Validator QA was hardened against false positives, and the alert catalog and probability scoring were refined against the incidents that had gotten through. By May 1, the NOC was back to running fully autonomously.

Autonomous operation is not a switch you flip. It is the feedback loops that make the system more reliable than the team it replaced.

The Result

Devo now runs its NOC with no dedicated headcount. In the last 30 days the agentic NOC ran at 99.9% uptime and handled roughly 2,600 tickets with zero false positives, operating 24/7. Every ticket it files is tagged NOC_Agent, so the output stays auditable.

Ticket quality rose as the headcount fell:

Ticket quality	Before	After
Ticket consistency	~60%	100%
Missing information	~25%	0%
Duplicate tickets	~15%	0%
Human errors	~10%	0%

Time to resolve tickets dropped significantly:

Time	Before	After	Improvement
Per ticket	4 min	30 sec	87.5% faster
Per week	43 hrs	5.4 hrs	37.6 hrs saved
Per month	172 hrs	22 hrs	150 hrs saved

The work that took 22 people and \$844k a year now runs on five workflows for less than the price of a coffee per month in tokens.

Why This Matters for IT Management

Most vendors ask customers to trust claims they have never tested on themselves. Devo took its own production NOC, a function with real consequences when it fails, and ran it on its own agentic operations platform. After working around a roadblock, the team runs its NOC for under ten cents a day, at 100% ticket consistency and zero human errors. This is the promise of agentic operations made concrete: lower cost and higher accuracy, with no standing team behind it.

ABOUT STRIKE48

Strike48™

Strike48 is the agentic operations platform that combines complete log visibility with AI agents that investigate, detect, and respond 24/7. The platform provides a no-code agent builder and pre-built agent clusters for a unified agentic overlay for IT, security, compliance, and more. Strike48 connects to your existing systems, eliminating blind spots without the need to migrate.

Learn more at strike48.com