

Devoteam: A European Managed Services Leader Accelerates Self-Healing with Edwin AI



devoteam

INDUSTRY

IT Services

Managed Services

Cloud Infrastructure

PRODUCTS

LogicMonitor Edwin AI

SOLUTIONS

+ AIOps

+ Event Correlation

+ Automated Incident Management

+ Self-Healing Automation

CHALLENGES + RESULTS

+ Overwhelming alert noise across 200+ customer environments

+ Manual triage slowing response times and reducing productivity

+ Lack of actionable correlation and self-healing workflows

KEY OUTCOMES



28% reduction in incident volume



40% fewer deduplicated alerts



60% self-healing automation rate (up from 30%)



0.5% backup failure rate

Devoteam is a France-based IT consultancy and managed services provider (MSP) with more than 11,000 employees across 25 countries and annual revenue exceeding €1.2 billion.

For over 30 years, the company has helped organizations modernize through successive technology shifts—from the Internet to cloud, and now to AI. Today, Devoteam combines deep cloud expertise and strong ecosystem partnerships to deliver scalable, data-driven services across EMEA.

As Devoteam's customer base expanded, so did operational complexity. Managing infrastructure for over 200 enterprise customers generated a surge of alerts across hybrid environments. Manual triage slowed response times and eroded productivity.

Ronnie Bachmann, CTO of Managed Services at Devoteam, said:

 *Before Edwin AI, our teams were overwhelmed by alerts. We needed to isolate real issues faster and give engineers time to focus on higher-value work.*

CHALLENGE: REDUCING ALERT NOISE AND IMPROVING RESPONSE EFFICIENCY

Devoteam's operations center oversees infrastructure across hundreds of customer environments and thousands of monitored devices. As alert volumes increased, engineers faced a flood of low-value notifications and duplicate incidents that obscured real issues. Manual triage across multiple systems consumed hours of investigation time and delayed root-cause identification.

The core challenges included:

- Excessive alert volume overwhelming NOC teams and masking true service-impacting issues.
- Manual, fragmented triage requiring engineers to correlate events across disconnected tools.
- Extended resolution times that limited capacity and slowed customer response.

These inefficiencies made it difficult to scale managed services while maintaining consistent performance and service quality across Devoteam's growing customer base.

SOLUTION: UNIFIED OBSERVABILITY AND INTELLIGENT AUTOMATION

To manage growing operational complexity, Devoteam needed an end-to-end solution that could unify observability, reduce alert fatigue, and connect seamlessly to its automation stack.

Devoteam already relied on LogicMonitor Envision for full-stack observability, and by adding Edwin AI, the company extended that observability into intelligent decisioning and automated action.

Together, LM Envision and Edwin AI provide a closed-loop approach to operations: observability through Envision, decisioning and correlation through Edwin AI, and execution through Devoteam's existing automation frameworks including Ansible, Terraform, and Argo. Machine learning within Edwin AI continuously refines correlation accuracy based on operator feedback, ensuring that alerts surface with context and actionable insights.

With both Envision and Edwin AI, Devoteam created a scalable model for proactive operations. The platform now consolidates alerts, pinpoints root causes faster, and links insights directly to automated playbooks—reducing noise, accelerating resolution, and allowing engineers to focus on higher-value service improvements for their enterprise customers.

RESULTS: FEWER INCIDENTS, FASTER RECOVERY, HAPPIER CUSTOMERS

Within months, Devoteam achieved measurable operational gains:



28% reduction in incident volume



40% fewer deduplicated alerts



60% self-healing rate, up from 30%



0.5% backup failure rate

Restoring Signal to Noise

Before Edwin AI, thousands of low-value alerts blurred visibility across customer environments, forcing engineers to triage manually before uncovering root causes. With Edwin AI, event correlation now consolidates related alerts into unified incidents and filters out redundant noise.

"With Edwin AI, we can focus on what actually matters—resolving the true root cause and improving service quality," said Gaël Grootaert, Group Vice-President of Managed Services at Devoteam.

This clarity alone drove a **28% reduction in total incident volume** and a **40% decrease in duplicate events**, giving teams time back to address high-impact issues rather than react to symptoms.

Scaling Service Delivery

Maintaining consistent performance across hybrid environments required automation that could distinguish the routine from the critical. Edwin AI delivered that capability—**doubling the company's automated remediation rate** while keeping team size constant.

“Scaling with Edwin AI isn’t just about cutting alerts. It’s about freeing our people to deliver higher-value work and strengthening the customer experience at the same time.”

Ronnie Bachmann, CTO of Managed Services, Devoteam

Building Self-Healing Systems

Once correlation stabilized, Devoteam connected insights directly to automation. The team cleaned and standardized event data so Edwin AI could identify patterns, trigger repeatable fixes, and feed improvements back into its models.

“If you feed bad data into Edwin, you’ll get bad results,” Bachmann noted. “We invested early in getting that right so automation could run reliably at scale.”

Through this disciplined rollout, self-healing became routine—automated workflows now resolve roughly 60% of incidents, up from 30%, while backup reliability improved to a 0.5% failure rate across 190,000 jobs. These gains translated into faster recovery times and an improvement in NPS, reflecting greater service stability.

“Our self-healing ratio has improved from roughly 30% to 60%. Instead of chasing alert storms, we resolve what started the issue and keep services steady,” Bachmann added.

By automating repetitive fixes through AI-driven playbooks, Devoteam reduced manual triage, shortened mean time to resolution, and redeployed engineers toward architecture, optimization, and proactive service enhancements.

What's next?

With Edwin AI now embedded across its managed services operations, Devoteam is extending automation deeper into its environment. The next phase focuses on broadening playbook coverage to handle a wider range of recurring incidents, integrating additional data from tools like ServiceNow to enrich correlation, and developing predictive capabilities that identify potential issues before they impact customers.

“Our goal is to move from reacting to incidents to anticipating them. With Edwin AI, we’re building the foundation for proactive operations—where efficiency, not firefighting, defines how our teams work.”

Gaël Grootaert, Group Vice-President of Managed Services, Devoteam

By continuing to invest in AI-driven forecasting and interoperability across platforms, Devoteam is building a model of managed services that’s not only automated, but adaptive—one capable of predicting disruptions, responding autonomously, and evolving alongside its customers’ needs.



Why this matters for Managed Service Providers

Devoteam's experience illustrates how AI-driven observability and automation are reshaping managed services. For MSPs and IT leaders, adopting solutions like LogicMonitor Envision and Edwin AI delivers tangible operational leverage: cutting alert noise, accelerating root-cause analysis, and scaling service delivery without expanding headcount.

By unifying data, correlation, and automation, these capabilities turn reactive operations into proactive ones—allowing teams to prevent incidents before they affect customers and to focus engineering talent on innovation rather than triage.

AI in IT operations isn't about replacing people. It's about giving them the intelligence and context to work faster, resolve issues earlier, and deliver greater reliability at scale.

ABOUT DEVOTEAM

Devoteam is a premium consultancy firm driving digital business and transformation through innovative technology. Tech native for over 30 years, we deliver lasting results in Cloud, Data, Cyber and AI for industries and public institutions across EMEA. At Devoteam, tech entrepreneurship is at the core of our values, fostering our spirit as a learning company. Within this culture, we attract and train top professionals, creating high talent density across our 11,000 specialists. Strong partnerships have always been central to our DNA, which is why we collaborate closely with both well-known tech giants and emerging innovative startups. This ecosystem enables us to provide long-lasting solutions that help clients lead in their industries. Devoteam is also a triple-certified Managed Services Provider (MSP) across AWS, Google Cloud, and Microsoft Azure; providing services that leverage certified experts, automation, AI, and operational excellence to simplify and enhance cloud adoption, management, and optimization.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first hybrid observability platform powering the next generation of digital infrastructure. LogicMonitor delivers complete visibility and actionable intelligence across on-premises, cloud, and edge environments. By anticipating issues before they strike, optimizing resources in real time, and enabling faster, smarter decisions, LogicMonitor helps IT and business leaders protect margins, accelerate innovation, and deliver exceptional digital experiences without compromise. For more information, visit www.logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.



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