

How Markel Uses LogicMonitor and Edwin AI to Strengthen Global IT Operations

Markel Corporation: A financial services company building a stronger monitoring foundation for a distributed, hybrid environment



INDUSTRY

Financial Services

PRODUCTS

LM Envision

Edwin AI

ServiceNow integration

SOLUTIONS

Global hybrid monitoring

Alert tuning

Automated CI provisioning

Roadmap to governed automation

CHALLENGES

- + Outdated monitoring limited visibility
- + Manual configuration created operational drag
- + Operational expertise varied by team and shift
- + Workflow integration needed to be tighter

KEY OUTCOMES



More consistent visibility



More precise alert tuning



Automated CI provisioning



Workflow foundation for future AI-assisted operations



79% reduction in alert noise, as measured by Edwin AI



81% alert deduplication rate, as measured by Edwin AI



We have a better view into our operations than we ever had before."

Troy Frommer, Senior Infrastructure Engineer

For a global financial services company like Markel, operational reliability is a business requirement. Supporting a distributed hybrid environment requires clear visibility, disciplined monitoring, and the ability for engineers to make fast, confident decisions when conditions change.

Markel's focus has been on building a stronger operational foundation: turning a growing volume of infrastructure data into insight the team can trust, reducing manual effort, and preserving the expertise needed to keep complex systems running smoothly. That foundation starts with observability, careful alert tuning, and a consistent operating model.

With LogicMonitor at the center of that foundation, Markel has created a more modern approach to monitoring its hybrid environment. Edwin AI is being introduced as the next step, helping the team explore how AI can support investigations, improve efficiency, and extend the value of that operational foundation over time.

Challenge: Building a Stronger Monitoring Foundation

Markel needed a clearer way to separate routine alerts from the issues that required action. In a global financial services environment, that meant maintaining consistent visibility across a distributed infrastructure while giving engineers the context they needed to respond effectively.

The team also had important operational work to refine, including alert tuning, ServiceNow-based provisioning, and the discipline needed to keep monitoring data current and useful. Troubleshooting was still too dependent on manual context gathering, and Markel wanted a more consistent operating model before expanding any AI-assisted workflows.

Edwin AI was still early in adoption, so Markel's focus was on validating the foundation first: improving monitoring standards, tightening workflows, and creating the conditions for future automation and AI support.

“The business had little visibility into what was happening outside of its home-grown monitoring tools.”

Troy Frommer, Senior Infrastructure Engineer

Why Markel Chose LogicMonitor

Markel needed a platform that could provide consistent visibility across a global hybrid environment while adapting to the pace of infrastructure change. The team wanted to reduce manual effort, tune monitoring without sacrificing coverage, and create a reliable operational foundation that could support future AI-assisted workflows.

LogicMonitor gave Markel that foundation by providing more granular visibility and greater flexibility than previous tools. Instead of relying on fragmented monitoring and homegrown processes, the team gained a single platform that could monitor traditional infrastructure and cloud services, support alert management, and integrate directly with ServiceNow.

“We have a lot better view now than we ever had before,” said Troy Frommer, Senior Infrastructure Engineer at Markel.

That visibility matters in a distributed global environment. Rather than managing isolated pockets of infrastructure, Markel can monitor systems consistently across regions and maintain a more unified operational view.

LogicMonitor also reduced operational overhead. Working with LogicMonitor Professional Services, Markel customized its ServiceNow integration to automatically provision configuration items into LogicMonitor. Removing that manual process reduced repetitive work and helped keep the monitoring environment synchronized as infrastructure changed.

With a modern observability foundation in place, Markel was able to take the next step: exploring how Edwin AI can add incident context and support future AI-assisted operations.

“I love how easy the dashboards are to make and maintain.”

Troy Frommer, Senior Infrastructure Engineer

Why Markel Added Edwin AI

As described, LogicMonitor gives Markel a trusted foundation of operational data. Edwin AI builds on that foundation by helping engineers work with more context, more consistency, and less manual effort during incident review.

For Markel, the key challenge was scaling expertise across a global operations team. Not every shift has the same mix of experience, and senior engineers cannot be involved in every investigation. Edwin AI is intended to help bridge that gap by giving less experienced engineers a clearer starting point and helping the team review incidents more consistently.

Today, Markel is exploring how Edwin AI can support incident handling by bringing relevant context into the workflow. The team sees value in using AI-generated summaries and change-related context to help engineers understand what happened and decide on next steps more quickly.

Markel has also demonstrated Edwin AI workflows to executive leadership, and the team is working to determine where AI-generated summaries can best fit into ServiceNow as part of its broader operational roadmap.

“We see Edwin AI as a way of giving engineers more context upfront and helping them focus on the issues that really need their attention. It’s about improving consistency and supporting our teams, rather than replacing the human decision-making process.”

Lee Griffin, Senior Manager - IT Ops Compliance and Resilience

The Immediate Impact: Better Signals, Less Manual Work

Markel's progress has been about strengthening their operating model. The team has focused on improving visibility, reducing manual effort, and creating a more consistent foundation for operations at scale.

LogicMonitor has helped streamline day-to-day monitoring by giving engineers more precise control over alerting and automating workflows that were previously manual. Monitoring changes can now be completed more efficiently, and automated configuration item provisioning helps keep the monitoring environment aligned as infrastructure changes.

Edwin AI is being introduced as the next step in that journey. The team is exploring how it can support incident handling with better context and help engineers work more consistently as the workflow evolves. Already Edwin AI's dashboards show an 79% reduction in alert noise and an 81% alert deduplication rate, reflecting the volume of alerts filtered and consolidated within the platform.

Together, these improvements are helping Markel move toward a cleaner operational model for the NOC and a stronger foundation for future automation.

Scaling Operational Expertise

Markel sees value in using Edwin AI to make operational context more accessible across the team.

In a global operations environment, experience naturally varies by shift. Senior engineers bring deep pattern recognition, but they cannot be involved in every investigation. Edwin AI is intended to help close that gap by giving engineers a stronger starting point and making incident review more consistent.

Rather than beginning with raw alerts alone, engineers can work from summaries and relevant operational context that

help them understand what happened and where to look next. That can help less experienced engineers validate issues with more confidence while allowing senior engineers to focus on more complex cases.

It is critical to note that the goal is not to replace human judgment, but to support better handoffs and more consistent decision-making across the team.

“The more context we can add, the better.”

Troy Frommer, Senior Infrastructure Engineer

Building the Foundation for Autonomous Operations

Markel sees Edwin AI as part of a broader effort to strengthen operations over time, not as a replacement for the team's current workflow.

The immediate focus is on improving how the team reviews incidents, uses operational context, and supports engineers with more consistent information. As the workflow matures, Markel expects LogicMonitor and Edwin AI to help the team better understand incidents, assess changes, and build a more complete picture of how the environment behaves.

Just as importantly, Markel is building the operational discipline and data foundation needed to evaluate future AI investments responsibly. That includes maintaining strong observability, keeping monitoring data reliable, and establishing the baselines needed to assess progress over time.

The long-term objective is to expand AI-assisted operations carefully, with the confidence that comes from stable processes, good data, and a team that trusts the workflow.

What Is Next for Markel?

Markel views its current use of Edwin AI as an early step in a longer operational journey.

Today, the team is focused on refining workflows, validating how the platform fits into operations, and building confidence in what it can support. As that work continues, Markel expects to expand usage thoughtfully across more engineers and teams where the workflow proves useful.

Longer term, the opportunity is automation. As the team identifies repeatable patterns and gains confidence in the process, some investigations may become candidates for more governed, automated handling with the right review and approval structure in place.

The goal is not to remove engineers from the process, but to help them spend less time on routine work and more time on the complex issues that require human expertise.



The goal is to build a resilient infrastructure with less and less manual touch.”

Troy Frommer, Senior Infrastructure Engineer

What Other Financial Services Organizations Can Learn From Markel

Markel's journey shows that AI works best when it builds on a strong operational foundation.

Rather than introducing AI in isolation, Markel first focused on observability, workflow discipline, and the quality of the underlying monitoring environment. LogicMonitor gave the team a more consistent way to view its hybrid infrastructure, and Edwin AI is now being introduced as an additional layer to support incident review and operational context.

Just as importantly, Markel is taking a measured approach. The team is validating how the workflow fits into day-to-day operations and building confidence before expanding further.

That discipline helps ensure AI supports the team's existing practices rather than trying to replace them.

For financial services organizations, the takeaway is straightforward: build strong observability first, establish trusted operational data, introduce AI where it adds context, and expand automation only when the process is ready for it.

ABOUT MARKEL

Markel Insurance is a leading global specialty insurer with a truly people-first approach. As the insurance operations within the Markel Group Inc. (NYSE: MKL), they leverage a broad array of capabilities and expertise to create intelligent solutions for the most complex specialty insurance needs. Their people—and the deep, valued relationships they develop with colleagues, brokers and clients—differentiates them worldwide. Coverage is provided by one or more of the insurance companies within Markel. Insurance and coverage are subject to terms, conditions, availability, and qualifications and may not be available in all states.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first platform for Autonomous IT, enabling enterprises to operate complex digital systems with greater resilience, efficiency, and confidence. By unifying visibility from user to code across infrastructure, cloud, Internet, and digital experience, LogicMonitor delivers the intelligence required to anticipate issues, eliminate blind spots, and take action automatically. Powered by Edwin AI, LogicMonitor helps IT and business leaders reduce operational toil, protect revenue, and accelerate innovation in an increasingly complex digital world. For more information, visit www.logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.



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