



POWERING SPECIALIZED AGENTS WITH OPERATIONAL INTELLIGENCE

GURU: THE GENERATIVE AI TECHNOLOGY POWERING SPECIALIZED AGENTS ACROSS DETECTIONS, PROBLEMS, AND INCIDENTS

The volume and complexity of IT signals has outpaced the teams responsible for managing them — driving slower resolution, specialist dependency, and operational risk that grows faster than headcount can address.

Guru is built for this reality. Guru is Droma's (formerly Grokstream) generative AI technology for IT operations. It enables specialized agents with context, causal reasoning, intelligent recommendations, and guided actions across detections, problems, and incidents. Role-based agents employ these specialized agents to orchestrate workflows for L1 Ops, L2 Specialists, SREs, and Problem Managers.

Overview

IT operations teams are drowning in signal they can't interpret fast enough. Alerts fire, incidents cascade, and the operators who need to act — many of them without deep domain expertise — are left searching for context that either lives in someone else's head or takes too long to surface. The gap isn't data. It's intelligence.

Guru closes that gap. As Droma's generative AI foundation, Guru synthesizes complex detections, incidents, and operational history into human-readable summaries, context-aware recommendations, and on-demand answers — tailored to the role and knowledge level of the operator in front of it.

The result is a platform that doesn't augment your teams indefinitely — it progressively moves toward governed autonomy.

Interested in learning more? Contact us at info@droma.ai

SPECIALIZED AGENT CAPABILITIES

Role-based agents use these specialized capabilities to investigate, decide, and act across operational workflows.

Capability	What it Delivers
Full-Context Summaries	Transforms structured detections into human-readable summaries – root cause, historical patterns, service impact, and prioritized next-best actions – so operators act on context, not noise.
Knowledge Retrieval	Surfaces the right operational knowledge at the exact moment of investigation – explaining why detections formed, what changed, and how to resolve – grounded in signal intelligence, not keyword search.
Intelligent Recommendations	Converts predictive and causal analysis into prioritized action recommendations – guiding remediation, orchestrating automation, and enabling governed execution without manual triage.
Automation Advisor	Prioritizes and orchestrates remediation actions by impact, frequency, and operational context – enabling agentic execution under human-in-the-loop governance.
Action Validation	Validates recommended actions against policy, context, and historical outcomes before anything runs – ensuring every execution is controlled, explainable, and aligned to business impact.
Root Cause Analysis	Synthesizes cross-domain signals to surface probable root causes with supporting evidence – reducing the investigation burden on L2 and SRE teams and accelerating time to permanent resolution.



WHAT MAKES GURU DIFFERENT

- **Purpose-built for IT operations.** Guru is powered on Droma's detection and incident knowledge base and continuously enriched with your organization's operational data. It understands IT context – detection patterns, incident causality, resolution history – from the ground up.
- **GDPR-Compliant by Design.** Enterprise-grade data governance built in – all generative outputs remain fully compliant without manual configuration or custom privacy tooling.
- **Open and composable.** Guru's agent framework isn't closed. Through an open Agent Interoperability Layer – MCP and APIs – Droma agents can retrieve context from external systems, while external agents can access Droma's infrastructure intelligence as part of broader operational workflows.



SPECIALIZED AGENTS VIA GURU

Droma gives IT Operations teams everything to get oriented fast such as contextualized summaries, ongoing root cause analysis and intelligent recommendations.

Operator > Detection

Selected Detection

Major Outage Notification

CRITICAL

TIME
22/09/26, 12:46:59 PM IST

DURATION
13m 55s

SUMMARY
Settlement Processing Delay and Recovery

HOSTNAME
lir-settle-app-01
lir-settle-mq-01
lir-settle-db-01

EVENT COUNT
10

RECOGNIZE
Yes | 25

NARRATIVE

3 unique CIs involved with no device_type information available. The alarms span a duration of 13m 55s and show a sequence starting with high MQ_DEPTH and DB_LOCK_WAIT issues, followed by SETTLEMENT_BATCH_LAG and WORKER_STALLED alarms on lir-settle-app-01, indicating processing delays. AUTO_REMEDIATION actions were triggered on lir-aioeps-engine, followed by recovery signals such as THROUGHPUT_RESTORED and BATCH_COMPLETE, suggesting resolution of the backlog. The sequence reflects a temporary processing bottleneck with subsequent recovery.

HISTORICAL DESCRIPTION

24 occurrences with 22 incident tickets created. All incidents were resolved

Identified Root Cause

INFERRED

The root cause is a temporary processing backlog and resource contention affecting settlement application and database components, shared across related alarms.

PROBABLE

Blocking sessions and poison messages causing application throughput degradation.

Recommended Actions

INFERRED

- Step 1:** Verify database lock status and clear any blocking sessions.
- Step 2:** Check message queue depth and ensure it is within thresholds.
- Step 3:** Monitor settlement application logs for worker stalls and errors.
- Step 4:** Confirm AUTO_REMEDIATION actions completed successfully.
- Step 5:** Escalate to application support if issues persist.

PROBABLE

PROGRESS 0/5

Work Notes

No work notes yet.

Actions

Ask Guru
Acknowledge
Clear Detection
Automation Advisor
Create Ticket
Major Outage Notification

Events in Detection

Loaded 10 of 10 events

Key

Severity

Agent

Hostname

Last Occurrence

Summary

First Occurrence

Tally

		BMC Control-M	lir-settle-app-01	22/09/26, 12:52:09 PM IST	SLA_AT_RISK process=daily_settlement forecast_finish=06:48 cutoff=05:30	22/09/26, 12:52:09 PM IST	-
		Agentic AIOps	lir-aioeps-engine	22/09/26, 12:52:49 PM IST	AUTO_REMEDIATION runbook=RB-STL-07 action=kill_blocker+requeue_poison+restart_pool mode=closed-loop	22/09/26, 12:52:49 PM IST	-
		Cisco AppDynamics	lir-settle-app-01	22/09/26, 12:51:14 PM IST	THROUGHPUT_LOW tps=4 target=140 pct_of_target=3	22/09/26, 12:51:14 PM IST	-
		Cisco AppDynamics	lir-settle-app-01	22/09/26, 12:50:24 PM IST	WORKER_STALLED pool=settlement active=0 stuck=8 poison_msg=suspected	22/09/26, 12:50:24 PM IST	-
		Oracle Enterprise Manager	lir-settle-db-01	22/09/26, 12:49:49 PM IST	DB_LOCK_WAIT schema=mktstl blocking_sessions=1 waiters=12 wait=180s	22/09/26, 12:49:49 PM IST	-
		Cisco AppDynamics	lir-settle-app-01	22/09/26, 12:54:24 PM IST	THROUGHPUT_RESTORED tps=148 target=140 backlog_draining=true	22/09/26, 12:54:24 PM IST	-
		IBM MQ Monitor	lir-settle-mq-01	22/09/26, 12:48:34 PM IST	MQ_DEPTH queue=settlement.in.depth=9600 threshold=2000 trend=rising	22/09/26, 12:48:34 PM IST	-
		BMC Control-M	lir-settle-app-01	22/09/26, 12:46:59 PM IST	SETTLEMENT_BATCH_LAG job=daily_energy_settlement	22/09/26, 12:46:59 PM IST	-

BUILT FOR ROLE-BASED AGENT WORKFLOWS

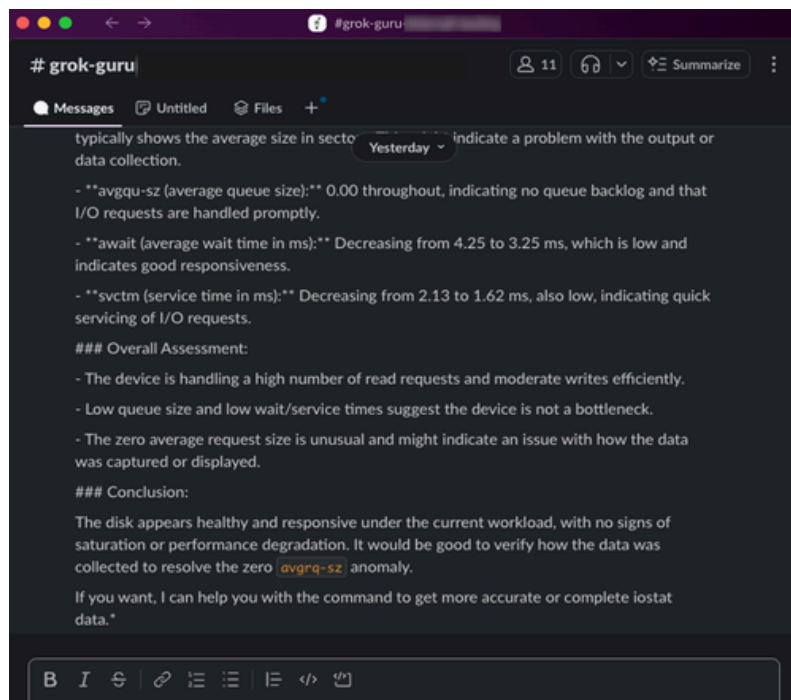
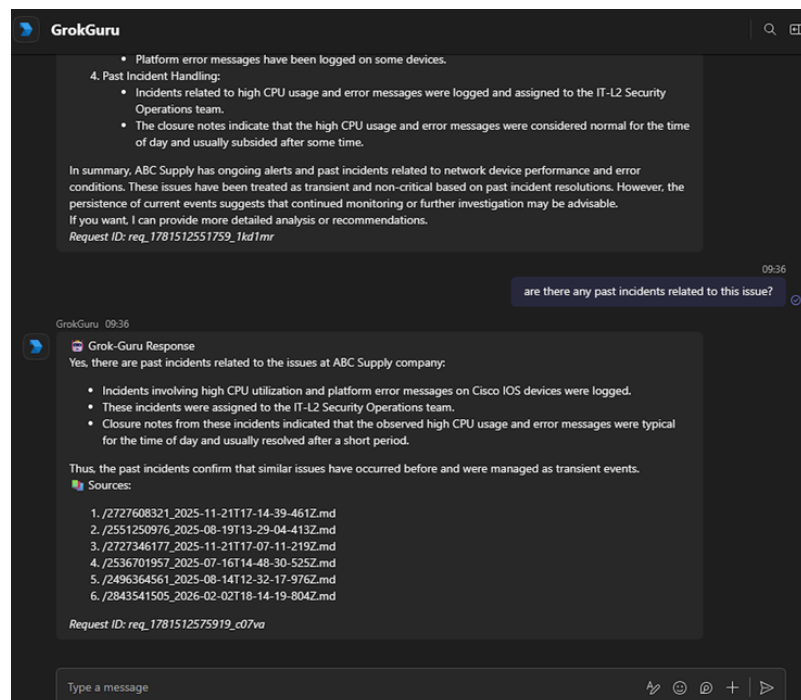
Guru provides the generative AI technology that specialized agents use to summarize, retrieve, reason, recommend, validate, and orchestrate actions across IT operations. Additionally, it:

- Delivers persona-aware, context-rich intelligence that reduces escalations and shortens time to resolution — without adding headcount or requiring specialist knowledge on every shift
- Continuously refines its outputs from user actions, feedback, and incident outcomes — building cumulative intelligence that compounds across every agent interaction

AGENT INTERACTION CHANNELS

Access predictive, causal, and generative intelligence directly through Slack and Microsoft Teams — without leaving the workflows your operators already rely on.

Retrieve contextual knowledge, surface causal root cause summaries, trigger automations, and act on AI-prioritized triage guidance through two-way agentic interaction — with human-in-the-loop controls built in.



HOW DROMA WORKS

Droma operates as a cognitive AI layer across your environment, ingesting signals, learning continuously, and orchestrating agent-driven actions across IT Operations and ITSM.

- **Ingest & Unify Signals** - Droma ingests events, alarms, logs, metrics, incidents, and changes through Dynamic Data Fusion, creating a real-time, unified operational context across systems.
- **Learn & Reason Continuously** - Using predictive, causal, and generative AI, Droma learns before, during, and after incidents, improving detection accuracy, understanding relationships, and building a continuously evolving model of your environment.
- **Detect, Predict, and Decide** - Droma compresses noise into actionable detections, classifies issues, and identifies risks hours in advance, delivering context-rich insights, root cause analysis, and recommended actions.
- **Orchestrate Agent-Driven Workflows** - Role-based agents (L1, L2, SRE, and Problem Manager) leverage specialized agent services to triage, investigate, and resolve issues, coordinating actions across tools and workflows.
- **Execute with Governed Autonomy** - Actions are executed through automation and orchestration, with human-in-the-loop approvals, policy guardrails, and full explainability, progressing toward self-healing IT operations.

Predictive & Agentic AI for IT Operations



Role-based Agents
and Workflow

L1 Ops

L2 Specialist

Platform/SRE

Problem Mgr



Specialized Agent
Services

Knowledge
Retrieval
Root Cause
Analysis

Full Context
Summaries
Troubleshooting
Orchestration

Intelligent
Recommendations
Analytics

Automation Advisor
Action Validation

Agent
Interoperability
Layer (MCP /
APIs)



Droma Cognitive AI Intelligence Powered by
Predictive, Causal & Generative AI

Learns Before,
During and After
Incidents

Noise
Reduction

Classification

Incident
Prediction

Automation

Continuous Cognitive Learning

Dynamic Data Fusion

Unified Multi-
Domain Context

Events

Alarms

Changes

Incidents

Logs

Metrics

Observability, EMS, ITSM, CMDB



Governed Autonomy

RBAC / Security - Policy Guardrails -
Explainability & Audit - Human-in-the-
Loop Approvals & Enrichment

ABOUT DROMA

Droma delivers predictive, agentic, and self-healing IT operations through a cognitive AI platform that continuously learns from signals, incidents, actions, and outcomes. Built for rapid deployment and seamless integration, Droma enables organizations to move from reactive operations to autonomous, outcome-driven performance. We partner with high-growth and large enterprises across oil and gas, data center, fintech, and other industries, as well as CSPs and MSPs, supporting mission-critical, real-time environments where reliability, scale, and customer trust are non-negotiable.

Contact us at info@Droma.ai to learn how to modernize your IT Operations.