



REDEFINING CSP OPERATIONS WITH DROMA

The drive for self-healing IT and Network operations is reshaping how communication service providers (CSPs) manage their networks. Facing increasing operational complexity and heightened customer expectations, CSPs require solutions that can proactively detect, prevent, and resolve issues with minimal human intervention.

AI has the potential to achieve self-healing IT operations - reducing downtime, maintaining service reliability, streamlining incident response workflows, and dynamically adapt to evolving network demands. Droma (formerly Grokstream) delivers on these promises with intelligent automation, incident prediction and unmatched noise reduction, transforming network operations and driving measurable outcomes.

OVERVIEW

CSPs face mounting challenges, including managing complex networks, filtering high alert volumes, and balancing limited resources while mitigating downtime risks. Droma addresses these challenges head-on by simplifying operations, reducing noise, and providing actionable insights for incident response and incident prevention.

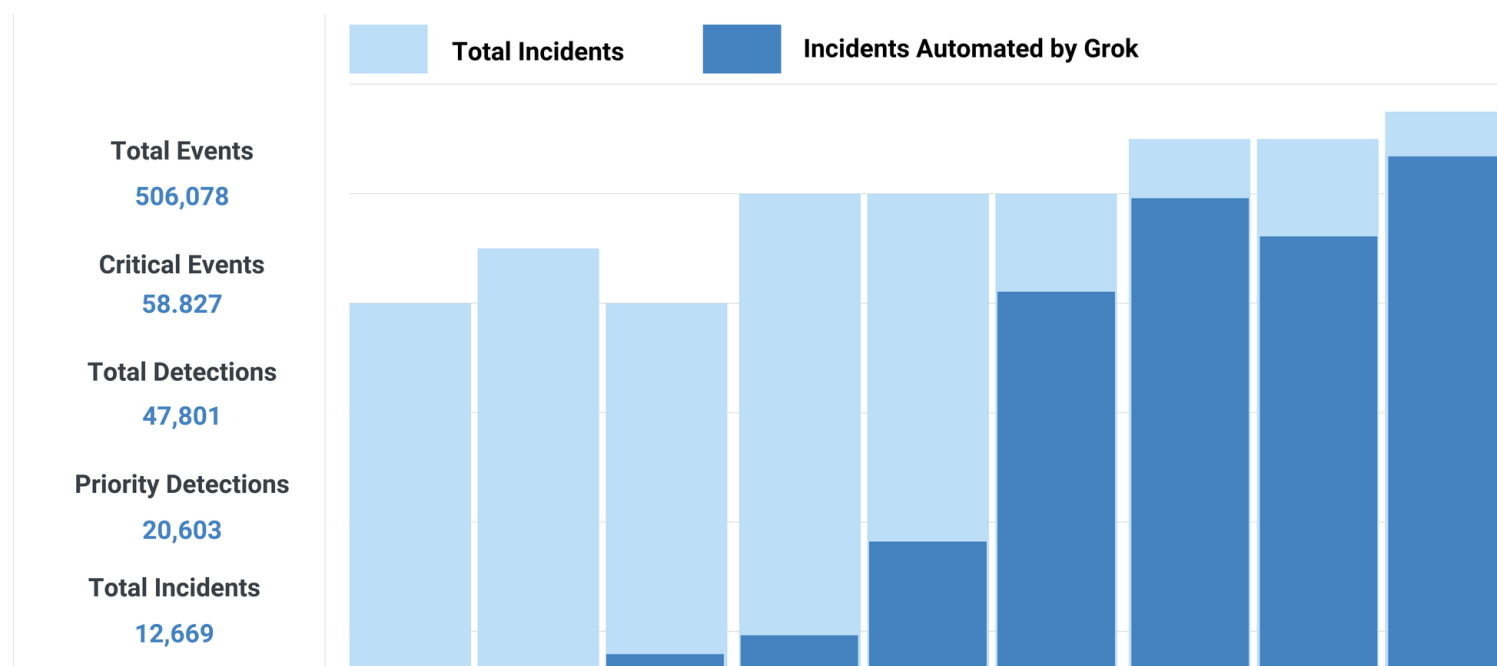
Its intelligent automation capabilities enhance efficiency by handling repetitive tasks, enabling teams to focus on strategic priorities. By proactively detecting and resolving issues with precision, boosting agility, and strengthening customer trust, Droma empowers CSPs to deliver reliable, uninterrupted services in an evolving and competitive industry.

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

DROMA COGNITIVE AI LEARNING ARCHITECTURE

Droma's learning architecture mirrors the cognitive layers of the human brain, excelling in causal inference and decision-making. By employing a combination of causal, predictive, and generative AI, Droma mimics the brain's ability to process sensory inputs, associating raw data with underlying causes to deliver unparalleled insights.

It analyzes vast telemetry data to identify patterns in related alerts and uses unsupervised learning to group these alerts into meaningful detections. Through reinforced (supervised) learning, Droma prioritizes alerts and adds critical context. Generative AI, powered by Guru, then summarizes incident detections, root causes, and recommended fixes in real time, enabling rapid and informed decision-making.



INCIDENT PREVENTION AND PREDICTION SOLUTIONS

PROACTIVE PROBLEM IDENTIFICATION

Droma's proactive problem identification enables IT organizations to uncover and address recurring issues while intelligently automating permanent fixes for root cause issues. Designed with platform owners and problem management teams in mind, Droma integrates problem management into daily workflows, helping companies achieve true proactive network operations.

Leveraging compelling analytics, Droma employs AI to drive continuous improvement, pinpoint problematic software versions and hardware models, and prioritize impactful actions. By consolidating alarms into meaningful groups and applying AI models trained on existing ticketing data, Droma classifies and resolves issues efficiently.

Droma also learns from operational feedback, ensuring each iteration refines its ability to predict and address problems. These capabilities empower IT teams to prevent future tickets by automating solutions to recurring issues, bridging the gap between traditional service assurance and continuous improvement efforts.

MAJOR INCIDENT RESPONSE

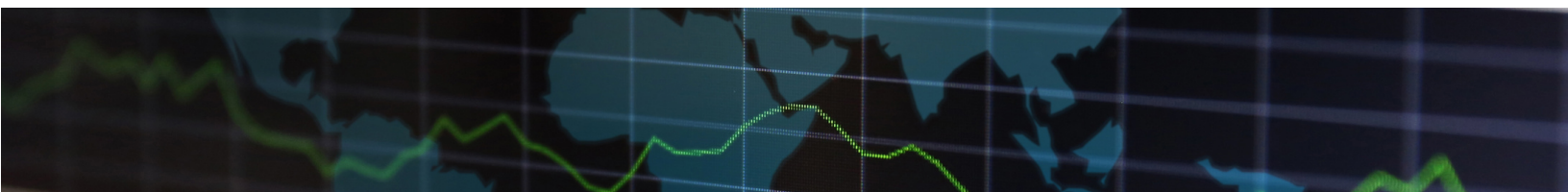
Droma employs advanced anomaly detection to swiftly identify and alert IT and Network Operations teams for previously unobserved major incidents, such as power outages, fiber cuts, or misconfigurations. By analyzing event patterns, logs, and configuration changes, Droma provides actionable intelligence of emerging incidents.

This capability significantly reduces time to resolution, enhances visibility, and ensures streamlined communication – enabling operations teams to respond with confidence.

INCIDENT PREVENTION & AUTOMATION

Droma enables CSPs to predict and prevent incidents by presenting actionable predictions up to 48 hours before incidents emerge. By dynamically linking recommended automations to detections, Droma provides a prioritized list of remediations based on severity and frequency, allowing teams to focus their efforts where they matter most.

Unlike traditional approaches that rely on single alert triggers, Droma applies automation based on patterns across multiple alerts, creating a proactive and holistic approach to incident prevention. This ensures not only faster responses but also smarter, more efficient remediation workflows.



DROMA DELIVERS MEASURABLE BUSINESS IMPACT

- **Less Truck Rolls:** Droma leverages AI to rapidly identify, diagnose, and resolve network issues remotely, leading to a 25% or more reduction in truck rolls for NetOps incidents within months. By detecting anomalies and predicting failures before they impact customers, Droma minimizes on-site interventions. Its unified view consolidates data from multiple tools, offering actionable insights and enabling IT teams to efficiently address issues without dispatching technicians. Adaptable to hybrid and cloud environments, Droma ensures consistent performance monitoring across infrastructures, further reducing operational costs and time.
- **Reduced Total Cost of Ownership:** Droma reduces TCO by eliminating the need for upfront rules development and configuration with its self-learning capabilities. By consolidating multiple monitoring tools into a unified platform, it lowers software and operational expenses. Automation minimizes manual tasks, accelerates root cause analysis, and enhances resource utilization. Dynamically adapting to evolving IT environments, Droma scales efficiently without additional overhead, optimizing operations and reducing maintenance efforts while driving significant cost efficiency.
- **Increased Operational Efficiency:** Droma's automation streamlines workflows and eliminates repetitive tasks, allowing IT teams to focus on strategic initiatives. Its proactive root cause analysis accelerates issue resolution, reducing mean time to resolution (MTTR) by 88% and mean time to identification (MTTI) by 92%. By empowering L1-L2 engineers to handle more complex tasks traditionally reserved for higher tiers, Droma "shifts left," increasing team productivity and operational effectiveness.
- **Revenue Assurance:** By proactively identifying and resolving issues, Droma prevents service disruptions and ensures uptime, maintaining high customer satisfaction and safeguarding revenue. With predictive capabilities and auto-ticketing, Droma meets SLA commitments consistently while avoiding costly penalties. The platform helps CSPs avoid losses by ensuring service reliability and enhancing customer trust, contributing to long-term revenue growth.

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.