



PREDICTIVE, AGENTIC IT OPERATIONS FOR HIGH-VELOCITY FINANCIAL PLATFORMS: DROMA FOR FINTECH

Prevent incidents. Protect revenue. Scale operations without increasing headcount.

Fintech platforms operate in real-time, cloud-native environments where even brief disruptions can impact transactions, revenue, and customer trust. Droma (formerly Grok) enables organizations to move beyond reactive operations to predictive, self-healing, and agentic IT operations—where risks are identified early, decisions are made with context, and actions are executed with confidence.

Overview

Droma helps fintech teams prevent service disruptions before they occur by identifying early warning signals days in advance using causal and predictive reasoning. Instead of reacting to incidents, teams can proactively address issues before they impact customers.

At the same time, Droma dramatically reduces operational noise by compressing millions of alerts into actionable detections enriched with context, root cause, and recommended actions—enabling faster, more confident decision-making.

Droma also transforms how work gets done by enabling agent-driven triage, resolution, and automation. Rather than relying on static scripts or manual intervention, actions are executed based on context, confidence, and prior outcomes—continuously improving over time.

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

FROM INSIGHT TO SELF-HEALING OPERATIONS

Droma creates a single, continuously learning source of operational truth—an AI system that integrates signals, incidents, actions, and outcomes into one evolving understanding of your environment. This enables not just visibility, but true reasoning and decisioning across IT Operations and ITSM.

As confidence builds, Droma progresses from assisting operators to executing and orchestrating actions autonomously, enabling a path to self-healing operations. Built-in governance, explainability, and human oversight ensure that automation remains controlled, auditable, and aligned to business and regulatory requirements.

BUSINESS & OPERATIONAL IMPACT

Organizations using Droma can:

- Prevent customer-impacting incidents before they occur
- Improve MTTR and operational responsiveness
- Reduce on-call burden and operational overhead
- Scale operations without increasing headcount
- Reduce revenue at risk from downtime and service degradation

Trusted by:



WHY DROMA FOR FINTECH

Fintech organizations choose Droma to move beyond reactive operations to predictive, agentic, and self-healing IT operations—built to scale, integrate seamlessly, and continuously learn from every signal and outcome.

- **Elastic Scalability** - Droma delivers scalable performance and domain extensibility, adapting to high-volume, real-time fintech environments. Its Cognitive AI Learning Architecture improves accuracy and continuously self-learns as it ingests diverse telemetry.
- **Deployment Flexibility** - Droma supports SaaS, on-premise, and hybrid deployments—enabling fintech organizations to meet data residency, security, and regulatory requirements while scaling operations efficiently.
- **Ease of Integration** - Droma is infrastructure-agnostic, operating seamlessly across cloud, on-prem, and hybrid environments without requiring changes to existing systems. Droma Connect enables rapid ingestion and integration across observability, ITSM, and automation tools—bringing alerts, logs, and metrics into a unified operational view.
- **Agent-Driven Decisioning and Execution** - Droma moves beyond static automation to agent-driven triage, decisioning, and execution, dynamically selecting actions based on context, confidence, and prior outcomes.
- **Continuous Learning Toward Self-Healing Operations** - Droma continuously learns from signals, incidents, and outcomes—enabling a progression from assisted operations to autonomous, self-healing IT operations under human governance.

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.