



AI-Powered Operational Resilience

The Path to an Autonomous IT Future



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Operational resilience has become a defining goal for modern IT. But resilience today requires more than fast recovery; it demands **adaptability**, **intelligence**, and **the ability to respond in real time.**

With complex hybrid environments, rising expectations, and pressure to deliver 24/7 uptime, IT teams can't afford to stay in reactive mode. They need systems that work smarter, anticipate issues, and support better decisions.

This is where AI comes in.

Built into the [SolarWinds® Platform](#), AI capabilities are helping organizations evolve beyond firefighting. Instead of reacting to what went wrong, teams are now empowered to **prevent downtime**, **reduce noise**, and **scale confidently** into what comes next.

The State of Operational Resilience Today

Resilience has become one of those words that shows up in nearly every IT strategy, but what it looks like in practice can vary a lot. For many teams, it still means being ready to respond when something breaks. The goal is to recover quickly, reduce user impact, and get things back to normal.

But recovery is just one part of the story.

According to the SolarWinds [2025 IT Trends Report](#):



- ✓ **33%** Only one in three IT pros said their organization is “**very resilient**.”
- ✓ **55%** More than half described themselves as only “**moderately resilient**.”

When teams are dealing with hybrid infrastructure, complex tool stacks, and tight staffing, it's easy to understand why.



One of the biggest blockers? **Workflow issues**. Over half of the respondents said broken or slow workflows make it harder to respond effectively when disruptions happen. It's not that teams don't have the right tools. It's that information gets lost between them, priorities aren't always clear, and response times suffer as a result.



There's also a **human cost**. Nearly 70 percent of surveyed IT pros said operational resilience directly affects their job satisfaction, stability, and/or their decision to stay in a role. When teams are constantly reacting, it's hard to feel confident, let alone strategic.

So, while most organizations have made progress, there's still a gap between where teams are today and where they want to be.



The Role of AI in Resilience

Adding more tools hasn't always made IT more manageable. In many cases, it has added complexity. Teams now work across dozens of environments, monitoring systems, and dashboards, often without a clear way to connect the dots.



This is where AI starts to change the equation.

AI can help reduce the noise, identify patterns, and surface the most important information before it becomes a problem. Instead of manually digging through alerts or jumping between systems, teams can spend more time making decisions and less time trying to piece together what happened.

AI Adoption Is Already Underway for Reducing Noise

And it's not just IT service teams seeing these effects.



According to the [State of the Database 2025 Report](#), **65 percent** of surveyed organizations are **already using AI-driven alert prioritization** to combat alert fatigue in database environments.

Three in four DBAs and IT execs report being affected by alert fatigue, with nearly half (49%) saying it impacts them greatly or severely. With DBAs spending an average of 27 hours per week firefighting, AI is quickly becoming essential to help teams keep up.

Teams See the Potential, but Execution Is Still Catching Up

In the [IT Trends Report](#), just 38 percent of respondents said they're managing AI effectively today. That number may seem low, but it reflects where many teams actually are: interested, exploring, but still figuring out how to make it work.

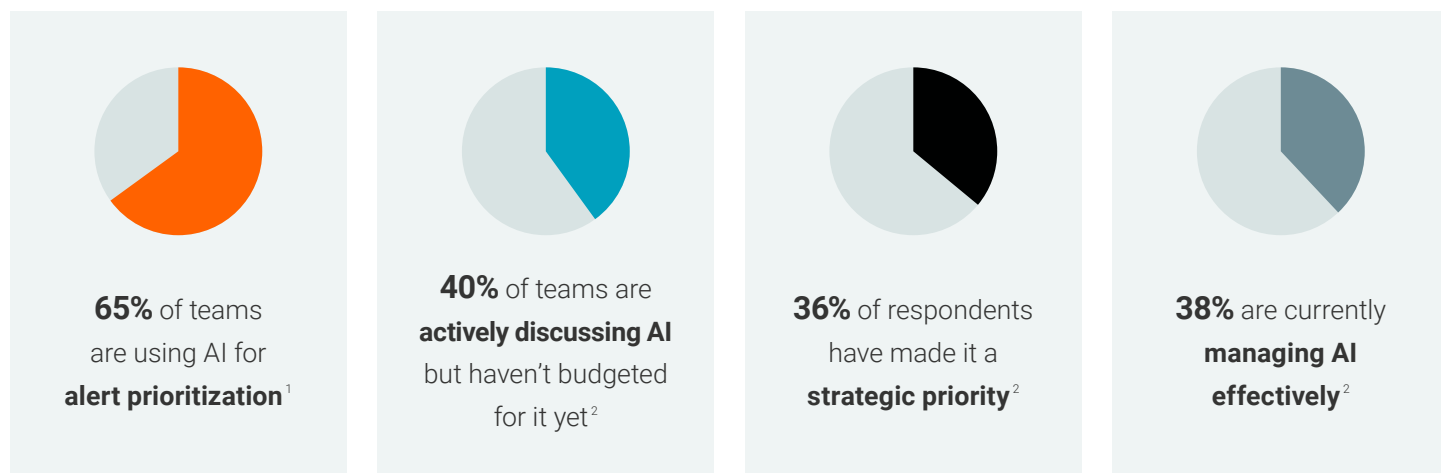
The opportunity is clear: **AI isn't here to replace human decision-making, but to augment it.** The goal is better visibility, faster action, and more confidence in complex environments.

Results Are Emerging Where AI Is Actively in Use

That interest is reflected in [THWACK® PulseCheck](#). While some teams have already made AI a strategic priority, 40 percent of respondents say AI is actively being discussed but not yet budgeted. Another third say AI is being explored but still feels more conceptual than concrete.

Despite the uneven rollout, there are encouraging signs. In the [State of ITSM 2025 report](#), surveyed organizations using GenAI within the SolarWinds Platform have already seen a 17.77 percent reduction in incident resolution time—nearly **five hours saved per ticket** on average. High-performing teams report even greater gains, with some cutting resolution time by more than 50 percent.

Teams with fully unified monitoring environments are already seeing this shift. In fact, DBAs with unified systems were **11 percent** more likely to engage in **daily proactive tasks** like security reviews and application development.¹ When firefighting takes up less space, strategic work starts to fill the gap.



That split shows a growing divide: **some teams are already seeing value**, while others are still **unsure how to move forward**.

¹ ["State of the Database 2025 Report,"](#) SolarWinds. (Published Oct 2025, Accessed Oct 2025).

² ["State of ITSM Report 2025: Measuring the AI Effect on Resolution Efficiency,"](#) SolarWinds. (Published Oct 2025, Accessed Oct 2025). page 4

What SolarWinds AI Delivers Today

AI isn't something you have to wait for. Across the [SolarWinds Platform](#), it's already helping IT and service teams work faster, reduce risk, and improve resilience.

KEY FEATURES INCLUDE:



AI Service Desk

Automates ticket suggestions, responses, and routing for faster service. For example, common requests like password resets or software access can be handled instantly, reducing wait time and freeing up agents for more complex issues.



AI Query Assist

Helps users interact with data more naturally with no need to know the exact query language or syntax. Just ask in plain language, and the system surfaces the data you're looking for.



Root Cause Assist

Instead of manually sifting through logs across multiple systems, Root Cause Assist automatically analyzes and correlates data from your servers, networks, and applications to pinpoint the likely source of an issue—all within a single view.



Anomaly Detection and Forecasting

Goes beyond basic threshold alerts. The system learns what's "normal" in your environment and flags behavior that deviates. For example, if an application's memory consumption starts trending upward in a way that could cause a performance issue weeks from now, you'll get notified early before it becomes disruptive.



Suggested Responses and Virtual Agent

Improves the support experience by offering contextual replies for agents and helping users resolve common issues directly, reducing back-and-forth and response time.

Each of these tools is designed to support how teams already work. They are not add-ons that require a new stack or a different process. **They are part of the platform and ready to be used when you are.**

More importantly, they're built with flexibility in mind. You can start small, try a feature, see how it works for your team, and build from there.

Designing AI With Resilience in Mind

When it comes to AI, how it's built matters as much as what it does. That's something we've thought about at SolarWinds, especially as more teams rely on AI to help them stay ahead of issues, not just react to them.

We didn't set out to bolt AI onto the platform as an afterthought. Instead, we've taken a different approach: **designing it into the experience from the start, with a clear goal in mind** to make it easier for teams to work smarter, respond faster, and stay resilient.

What AI by Design Means for You

For our customers, AI by Design means a few important things:

- **It's already part of how the platform works.** You don't have to buy a separate product or spin up a new toolset. AI is built into the workflows you already use, whether you're resolving incidents, managing services, or monitoring performance.
- **It works across environments and teams.** Whether you're operating in a hybrid model, supporting distributed teams, or managing multiple business units, the AI is designed to adapt and not add more complexity.
- **It stays focused on what's helpful.** We prioritize transparency, context, and control. That means you can trust what AI surfaces, understand why it's showing up, and act on it with confidence.
- **It doesn't try to replace your expertise.** Instead, it supports it by helping you see patterns, reduce manual effort, and make informed decisions without needing to chase every alert.



When it comes to AI,
how it's built matters as
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Why That Matters for Resilience

Resilience is more than recovering from disruptions. It is the ability to adapt, respond, and continue delivering services even when things do not go as expected. That is why we focus on building AI tools that integrate into existing workflows and provide value quietly in the background. When systems are under pressure, teams need technology that supports fast, confident decision-making without adding complexity.

As AI becomes a larger part of IT operations, **trust** and **transparency** become critical. If teams do not understand how a recommendation was made or do not feel confident in the output, they are less likely to use it. That uncertainty slows down response times and undermines the value AI is meant to provide.

To help address this, we follow the SolarWinds [AI by Design framework](#). This set of principles guides how we build, train, and deliver AI within the platform. One of those principles, Transparency and Trust, plays an essential role in supporting operational resilience.

Building Confidence in AI

This principle shapes how AI shows up across the SolarWinds Platform:

- **Data Privacy:** AI models are designed to process data securely and in compliance with industry standards. Sensitive operational data remains within your environment or is handled with the highest level of care.
- **Transparency and Control:** Our AI features are designed to offer clear context for every recommendation, alert, or action. You can always see why something is happening and decide how to respond.
- **Bias Mitigation:** We test our models regularly to reduce bias and support accurate, consistent results based on your environment.

Transparency is not just a design choice. It is what allows AI to earn trust over time and support teams in critical moments. Without that understanding, even powerful insights can go unused.



Read the full
Building Trust in AI
ebook from SolarWinds.

Supporting Everyday Resilience

AI can help IT teams work more efficiently, but it also plays a larger role in **enabling resilience**. When systems behave in unexpected ways, teams need early warnings, accurate context, and confidence in the tools they are using. AI supports that by reducing noise, surfacing relevant insights, and streamlining the response process.

This is not theoretical. According to the [State of ITSM 2025 report](#), surveyed organizations using GenAI-enabled features are saving an average of **3,595 hours** each month by resolving incidents faster. Teams can use that time on strategic initiatives, process improvements, or simply reducing the daily firefighting.

Even small improvements contribute to more resilient operations. With the right approach, AI becomes a partner that helps teams stay ahead of issues, rather than just react to them.

The Road to Autonomous IT

Every team is somewhere on the path to operational maturity. Some are still managing incidents as they come in. Others are starting to anticipate problems before they happen. A few are beginning to automate parts of their response process to free up their time for more strategic work.

There's no single right way to get there. But we've seen from customer and industry data that most teams move through similar stages. Each step builds on the last, helping IT teams become more efficient, confident, and better prepared for the unexpected.

HERE'S HOW THAT PROGRESSION OFTEN LOOKS:

1. From reactive to proactive

In the early stages, most teams are focused on reacting quickly. Something goes down, and the goal is to find the cause and fix it as fast as possible. But even a fast response can still mean user impact, escalations, and stress.

This is where AI can help teams shift from reaction to early detection. Features like **anomaly detection**, **alert correlation**, and **AI-assisted insights** help surface issues before they become incidents. Instead of waiting for a ticket to come in, you're getting ahead of it.

It's not perfect at any point, and things will still break from time to time, but the difference is that your team starts gaining the breathing room to respond when something does break, instead of scrambling.

2. From proactive to predictive

Once you've got visibility and a little stability, the next step is spotting what's likely to happen next. At this stage, teams use trend analysis, forecasting tools, and historical insights to anticipate challenges. That might mean preparing for a traffic spike, planning capacity changes, or catching performance degradation that would have gone unnoticed before.

AI helps here by **connecting the dots across your systems** and giving you a better sense of what's normal, what's expected, and what's drifting out of bounds. This shift doesn't require a full automation strategy as each step in the process helps your teams spend less time reacting and more time preparing.

3. From predictive to autonomous

Autonomy isn't about removing people from the loop. Your people will always be your most valuable asset, keeping all the parts moving together. Autonomy is about **reducing the burden of repetitive tasks** and **letting the system handle the things your team already knows how to do**, like restarting a service, routing a ticket, or running diagnostics, so your team can focus on what they are uniquely capable of doing.

At this point, AI isn't just informing your team, it's starting to support day-to-day operations as well. Issues can be detected and addressed without needing to wait for human input. You still set the guardrails, and you're still in control. But now, your systems are helping resolve problems in real time, not just report on them.

It's worth noting that most teams don't get here all at once. It's usually a slow build with teams automating a single workflow, then improving one alert strategy, and continuously learning from each iteration. That's okay. **The goal isn't perfection, it's progress.**

Wherever You Are, You're Moving Forward

Each step makes your environment more resilient regardless of where your team is on this journey. **You're learning more from your systems.** You're wasting less time on what doesn't matter. And you're better equipped to support the business when it really counts.

With AI built into the **SolarWinds Platform**, the tools to grow into autonomous operations are already there; you just move at the pace that works for your team.

Operational Resilience, Reimagined

Resilience used to mean having a backup plan. You had disaster recovery protocols, failover systems, and playbooks ready for when something went wrong. That kind of preparation still matters. But in today's IT landscape, it's not enough on its own.

Systems are more connected than ever. Teams are managing infrastructure that spans cloud, on-prem, and everything in between. Users expect services to be available all the time. And when things break, the ripple effects can reach far beyond IT.

The [2025 IT Trends Report](#) shows just how broad the impact can be:



☒ **71%** of surveyed IT pros say that downtime impacts customer experience



☒ **32%** report direct revenue loss from outages



☒ **28%** say service disruptions have damaged their brand

That's why resilience can't be a one-time strategy or something that only kicks in during a major incident. It must be built into how teams work every day, through tools that help them detect problems faster, respond with context, and recover without scrambling.

This new version of resilience is not only about bouncing back. It's about building systems and processes that bend without breaking, and teams that feel equipped, not overwhelmed, when the pressure is on.



The Role of AI in Everyday Resilience

AI can help IT teams spot patterns earlier, respond faster, and spend less time chasing down false alarms. **But it doesn't take over**; it simply provides teams with better visibility and more context to make confident decisions.

When those insights are built directly into your tools, you don't have to guess where to look or wait for an outage to learn what went wrong. You can understand, adapt, and improve while things are still running.

BUILDING TRUST, REDUCING NOISE

One of the biggest challenges in maintaining resilience is knowing which signals to trust. AI helps reduce the noise and highlights what matters. That kind of support goes a long way, especially when teams are stretched thin.



It's not about automatically solving everything.

It's about helping people respond more effectively and avoid issues *before* they become business disruptions.

A More Practical Path Forward

Operational resilience doesn't have to mean massive change. For most teams, it starts with getting more out of the tools they already have by turning on smart features, streamlining workflows, and gradually building toward more automation.

That's what reimagined resilience looks like: **less stress, fewer surprises**, and **systems that help keep things steady**, even when the unexpected happens.

How to Get Started

Getting started with AI doesn't have to mean launching a major initiative or overhauling everything you have in place. For most teams, it begins with **identifying a few key areas** where AI can make things easier, clearer, or faster.



If you're already using SolarWinds solutions, AI features are available that can help you reduce noise, surface insights, or speed up response times.

HERE ARE A FEW PRACTICAL PLACES TO START:

- ✓ **Turn on Root Cause Assist or anomaly detection.** These tools can help you pinpoint where issues start and stop wasting time chasing symptoms.
- ✓ **Use AI Query Assist** to make it faster and easier for users (and your team) to get to the data they need.
- ✓ **Look for low-complexity, high-volume tasks** such as repetitive service requests or common incidents that could be automated or intelligently routed.
- ✓ **In the service desk?** The AI Service Desk features can help reduce response times and give your team more space to focus on the bigger stuff.

If you're still figuring out what your AI journey looks like, that's completely normal.



According to recent [THWACK PulseCheck](#) data, **40 percent** of surveyed teams are still in **early discussion** about AI strategy, while **36 percent** have made it a **formal priority**.

Sometimes, the best first step is aligning your team on what problems you want to solve and then determining where AI might be able to help.



From Discussion to Action

Resilience That Learns and Leads

AI can feel like a big leap, but it's often a series of small, thoughtful steps in practice.

- ✓ Turning on a feature that saves your team 20 minutes a day.
- ✓ Catching an issue before it reaches your users.
- ✓ Automating a task that no one really wanted to do in the first place.

Resilience isn't about avoiding every disruption but building systems designed and prepared to handle the unexpected and return stronger.

The tools are here whether you're still exploring or already putting AI to work. And when they're built into the platform you already use, the path forward gets a lot clearer.

ABOUT SOLARWINDS

SolarWinds is a leading provider of simple, powerful, secure observability and IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today's modern, distributed, and hybrid network environments. We continuously engage with IT service and operations professionals, DevOps and SecOps professionals, and database administrators (DBAs) to understand the challenges they face in maintaining high-performing and highly available hybrid IT infrastructures, applications, and environments. The insights we gain from them, in places like our [THWACK®](#) community, allow us to address customers' needs now and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management have established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com.



For additional information, please contact SolarWinds at 866.530.8100 or email sales@solarwinds.com.

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