

Agentic AI-powered Incident Resolution Assistant for DataOps with Databricks

Flyer



Do your DataOps teams find themselves wondering if this incident is a repeat occurrence? No more searching Confluence, Teams, and Slack, or digging through documents.

With an AI assistant, you can know in seconds.

“ Achieve 3X efficiency for incident management

How Agentic AI Works for DataOps Teams

Our resolution assistant enhances operational efficiency

| Challenge | AI Agent's Role | What It Powers | How It's Used |
|--|---|--|---|
| Difficulty identifying if similar incidents have occurred before | Collects historical data to help searches | Instant searches using natural language to surface relevant cases and resolutions | Performing natural language searches to ask questions like "Have we seen this error before?" or "Was this fixed last time?" |
| Data on events is fragmented across tools and teams | Centralizes critical incident knowledge | Unified insights from past incidents across systems, accessible via simple queries | Access historical incidents from tools like Jira, Slack, Confluence, PagerDuty, and more |
| Repetitive troubleshooting and wasted on-call effort | Keeps track of every incident recorded | Immediate access to previous fixes and context, right when it's needed | Reducing investigation time, minimizing repeat work, and preserving critical knowledge |
| Valuable insights hidden in documentation and SOPs | Delivers insights during live incidents | Dynamically matched new incidents to historical cases and documented outcomes | Using recommendations on relevant past cases, actions taken, and outcomes needed |

Uses of the AI Assistant on Databricks

As engineering teams grow and systems become more complex, we're seeing more incidents and challenges in managing them. Often, the lessons we learn from past incidents get lost across different tools and teams, making it harder to improve over time.

By integrating with the Databricks Mosaic AI Framework, along with services such as Unity Catalog, Vector Search via Delta Live Tables, and Databricks LLMs - our solution ensures scalable, intelligent, and real-time access to operational knowledge.

Here's where we see real opportunities:

- **Faster incident response** by using what we already know from past issues
- **Fewer repeat problems** because teams can easily find and apply previous solutions
- **Quicker on-call experiences** with immediate access to relevant context and fixes
- **Smarter incident reviews** using insights from past cases right when we need them
- **High return on investment**—achieve up to 4.7X ROI in the first year

The bottom line is that it helps solve problems faster and build stronger, more resilient systems.

Making Sure Data is Relevant, Accessible, and Secure

Features that differentiate our solution

| Chatbot | Dashboard | Responsible AI Guardrails |
|---|---|---|
| Powered by RAG via Vector search and backed by Databricks Llama model & Delta live tables | Unifies incident records for actionable insights, surfacing trends and KPIs to help teams improve responses | Databricks AI gateway blocks sensitive, harmful, or confidential data for ethical, secure, and compliant AI |

Boost DataOps Incident Response Today

Discover how Hexaware leverages AI for operational efficiency within data engineering and AI initiatives.

Contact us to learn more at marketing@hexaware.com.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.