

CloudOps Core

Agentic Cloud Operations That Scale With Your AWS Footprint



AWS experts and AI agents running your cloud operations as one accountable team

As AWS environments grow, incidents and cost signals arrive faster than engineers can address them. Triage consumes architect capacity, and optimization work accumulates unactioned.

Caylent pairs an AWS-certified team with agentic systems that triage every incident, surface cost recommendations continuously, and prioritize your backlog, so engineers build instead of firefight.

Capabilities & Features



Incident Triage & Response

AI agents triage every ticket with root-cause context before an engineer is paged. 15-minute SLA on critical incidents.



Continuous Cost Optimization

Savings opportunities surface as they appear in your environment and are actioned continuously by the delivery team.



AWS Environment Monitoring

Infrastructure health, security posture, patch compliance, and AWS health events monitored and actioned continuously.



Solution Architect On-Demand Access

Dedicated SA hours per month for architecture guidance, cost reviews, and proactive environment recommendations.

Our Approach

01

Onboard

Deploy platform monitoring, integrate alerting, and document your environment so operational coverage is live before project close.

02

Operate

Monitor, triage, and resolve incidents proactively, with AI agents carrying context forward from every ticket closed.

03

Optimize

Surface and action cost, performance, and reliability improvements continuously through dedicated engineering capacity.

04

Evolve

Expert-led reviews align the operations roadmap to your evolving AWS goals and workload growth.



Deliverables

Managed Monitoring Platform

Caylent's managed operations platform deployed to your environment with custom runbooks, escalation procedures, and integrated alerting on day one.

Incident Response Coverage

Unlimited Tier 1 and Tier 2 support with defined SLAs, root-cause analysis, and documented resolution paths for recurring alert patterns.

Cost Optimization Actions

Agents continuously identify savings opportunities and recommended actions for the team to review and execute on.

Native Platform Integration

Agents integrate through Slack or the Caylent MSP platform so triage, escalation, and optimization signals flow into interfaces your team already uses.

CAYLENT Accelerate™ Agentic Cloud Operations

CloudOps Core is delivered through **Caylent Accelerate™**, an agentic system built on Amazon Bedrock AgentCore and 12 years of proprietary CloudOps intelligence: agents and AWS-certified architects, jointly accountable for every outcome.

Proprietary Data Advantage

2,000+ AWS deployments and 12 years of CloudOps intelligence trains our agents and inform every engagement.

70% of Remediation Tasks Accelerated

Guardrailed actions executed and audited by Caylent's AWS architects, balancing AI speed with human judgment.

30% Faster Mean Time to Resolution

Agents carry context forward so no issue surfaces twice, ensuring less time between an incident and a fix.

100% of Incidents Auto-Triaged

Auto-triages 100% of incoming incidents with root cause context and a recommended resolution path.



Let's Get Started

Wherever your team is in its AWS journey, Caylent can provide operational coverage that scales with your environment without scaling headcount.

Start with a CloudOps Core engagement at \$7,500 per month. Onboarding completes in the first week and operational value begins on day one.

Scan the QR code or [click here to talk with our specialists](#)

