

# Solving the First 15 Minutes of Every Incident Using REMS

# The First 15 Minutes Crisis

The Hidden Tax on Every Incident: Drowning in telemetry, starving for intelligence.

## The Current Reality

**Minute 0-5: Tab Hunting** - Frantic switching between Grafana, Loki, Tempo, and Docs.

**Minute 5-10: Manual Correlation** - "Which trace matches this log?"  
Expert glue needed.

**Minute 10-15: War Room Assembly** - Pulling in 5+ engineers, disrupting focus.

## The True Cost

**Cognitive Load:** SREs become "human glue" for fragmented tools.

**Rising MTTR:** More data ≠ faster resolution.

**Burnout:** Repetitive investigation drains innovation capacity.

### The Core Problem

We're drowning in telemetry but starving for **actionable intelligence**.

The first 15 minutes of every incident is **tedious, repetitive investigation work** that could be automated.

# REMS Intelligence Layer

Your Observability Stack, Supercharged with AI



## Workflow Shift

Traditional	REMS AI Agent
Hunts across 5 dashboards	Auto-correlates all stacks.
Manual trace ID lookup	Surfaces relevant spans
Reads logs line-by-line	Synthesizes into English
<b>15+ Minutes</b>	<b>&lt; 60 Seconds</b>

## Real Example

**Human asks:** "Why is the cart service failing?"

**REMS Analysis (< 60s):**

- ✓ Cart service has 25% error rate
- ✓ Root cause: Timeout calling payment service
- ✓ Evidence: Trace ID 12345-abc (3500ms)
- ✓ Logs show "payment gateway connection error"

No dashboard hunting. Just answers. With..

1. OSS Stack (Prom/Loki/Tempo)
2. REMS Intelligence
3. Actionable Answers

# The Impact: From Firefighter to Innovator

Quantifiable outcomes and the virtuous cycle of automation.

80%

Reduction in MTTR

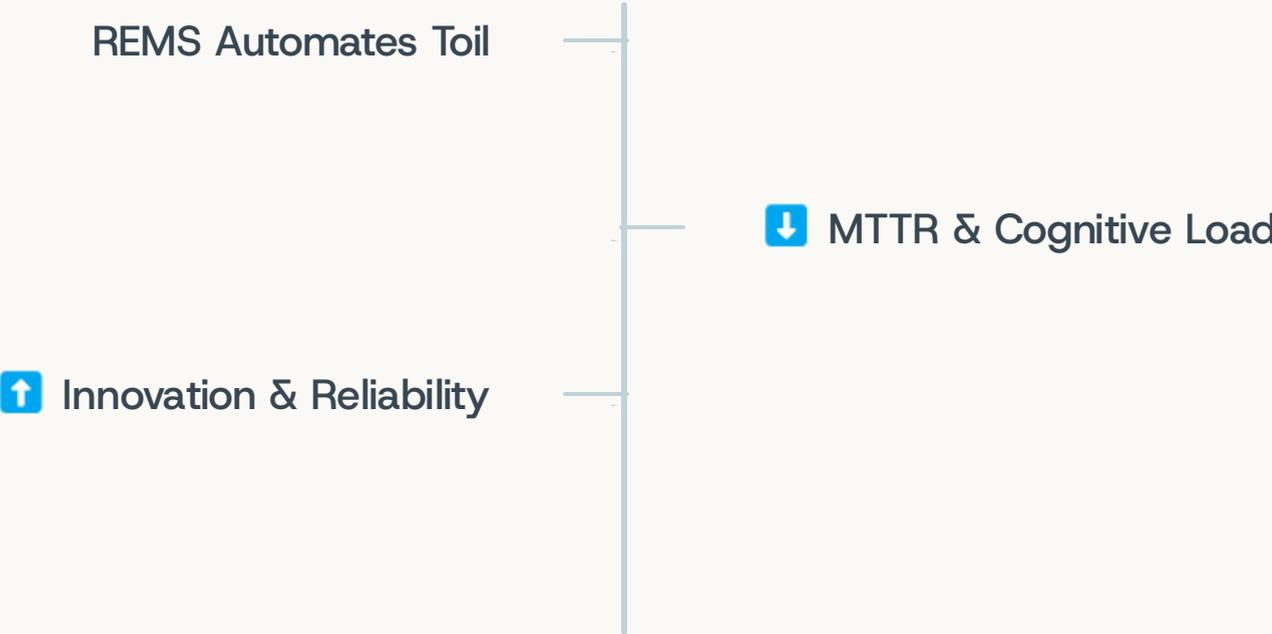
70%

Fewer Interruptions

10x

Focus Improvement

## The Virtuous Cycle



✓ Excellence

- MTTR: hours → minutes
- Proactive SLO defense
- Predictable response

✓ Leverage

- 80% less toil time
- Innovation > Firefighting
- More reliability engineering

✓ Cost & Control

Built on your existing OSS stack (Prometheus/Loki). Deploy in VPC for data sovereignty at a fraction of SaaS costs.

REMS doesn't replace your **engineers**.

It automates the first 15 minutes so they can focus on what **actually matters**.

**Possibilities. Reimagined**

**THANK  
YOU**