

ENTERPRISE SOFTWARE · ITSM

IT service management and business-impact incident response, rebuilt on Wexa

The goal was to show that an ITSM workflow is "just an application on Wexa". Working with an IT-services partner on the workflow vendor's demo instance, Wexa connected the platform, built the context graph and had agents diagnose and resolve incidents.

< 1 hour

to build a custom connector and ingest all records

5 min

context sync interval, plus on demand

72 hours

to a working ITSM application

1

incident diagnosed and resolved by an agent end to end

CLIENT

IT-services partner serving digital-banking platforms, on a leading enterprise workflow platform

REGION

US

WHEN

2026

ENGAGEMENT

Partner build

WEXA COMPONENTS

Custom connector · automatic ontology discovery · context graph · root-cause and resolution agents

The challenge

- Agent features inside ITSM suites see only their own data
- Root-cause analysis needs incidents, configuration items, changes and logs together
- Inference cost on large ITSM estates grows quickly

What Wexa built

- ✓ Custom connector into the Wexa context graph, with scheduled and on-demand sync
- ✓ Service context graph linking incidents, configuration items, services and owners
- ✓ Root-cause analysis agent that traverses the graph and resolves the incident
- ✓ ITSM application with admin setup, onboarding flow and dashboards
- ✓ Business layer in the graph: configuration item → business service → customer account → annual revenue, so an outage resolves instantly to the accounts and revenue at risk
- ✓ Response agent: correlates incidents on the same service into a major incident, diagnoses root cause from graph context and live service logs, restarts and verifies the service, resolves the ticket and sends a leadership summary
- ✓ Tier-based customer communication; revenue data never written back to the ITSM tool; payments fixes always need a human "apply fix"

How it runs on Wexa

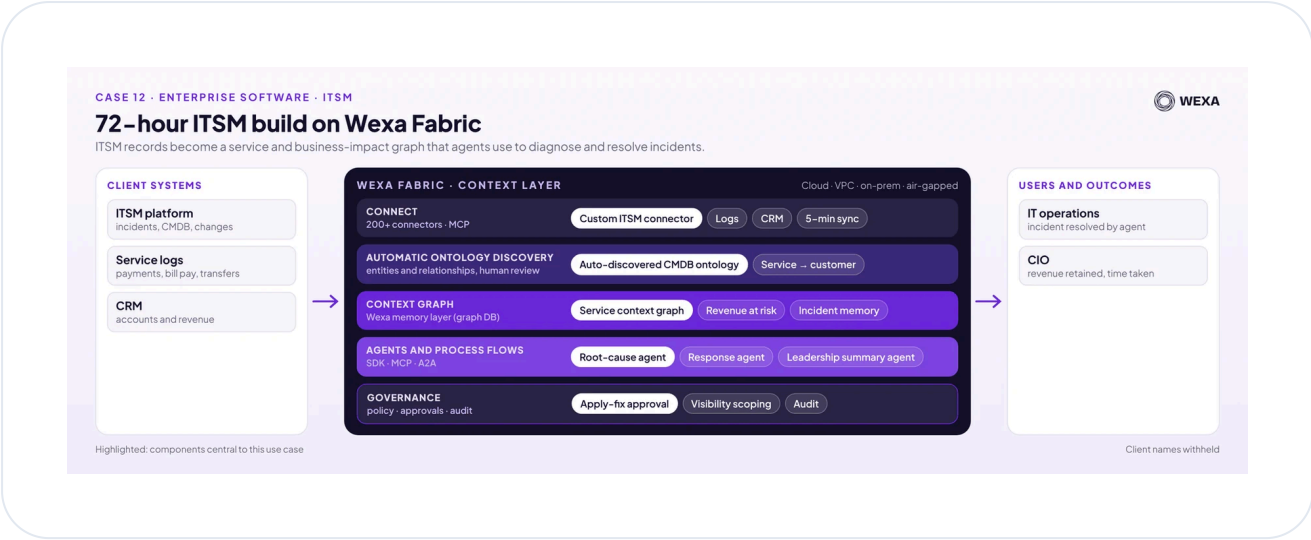


FIGURE How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

Solution architecture



FIGURE 72-hour ITSM build on Wexa (redrawn from the project design).

Results

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Engineers on incident triage and response	6 engineers	2 engineers
Annual cost of the process	\$720K	\$240K
Mean time to resolve a major incident	4 hours	1 hour
Time to implement the AI solution	6 months	4 days
AI build cost (one-time)	\$480K	\$8K
AI operating cost per year (models, infrastructure, upkeep, platform)	\$312K	\$166K
Total AI cost in year 1	\$792K	\$174K

WITH WEXA

\$314K

net annual value to the client after Wexa's own operating cost

24x

faster to implement

47%

lower AI operating cost

\$618K

less AI spend in year 1

- ✓ Demonstrated to the workflow vendor's leadership; now in OEM discussions
 - ✓ Became the ServiceOps (ITSM / ITOM) track of Wexa's October 2026 hackathon
 - ✓ Deployed as a running application against the partner's ITSM tenant, with live incidents injected into three banking services (payments, bill pay, transfers)
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