

INTELLIGENT AUTOMATION

Root cause and approved fixes for failed automations

When bots fail, teams sift through job logs, change records, incidents and runbooks to find out why. Wexa reads all of them, names the root cause with evidence, proposes one corrective action and hands it back to the automation platform after a second person approves.

500

automations and 18,120 jobs in scope

72 → 1

failed jobs traced to a single field rename

27

pieces of evidence behind the root cause

4-eyes

approval: requester can never approve

CLIENT

Enterprise automation centre of excellence, with a leading RPA vendor

REGION

Global

WHEN

2026

ENGAGEMENT

Partner build

WEXA COMPONENTS

Wexa · context graph · knowledge base · 4-agent process flow · four-eyes approval · A2A hand-off

The challenge

- A single application change silently breaks many bots
- Evidence spread across logs, changes, incidents and runbooks
- Fixes applied without review

What Wexa built

- ✓ Four agents in one flow: failure triage, change correlator, incident matcher, root-cause analyst
- ✓ Graph of applications, automations, jobs, failures, changes and incidents; runbooks and postmortems in the knowledge base
- ✓ One proposed corrective action, held for an approver above the requester
- ✓ Approved action handed to the automation platform; the outcome recorded as a new incident and postmortem for next time

How it runs on Wexa

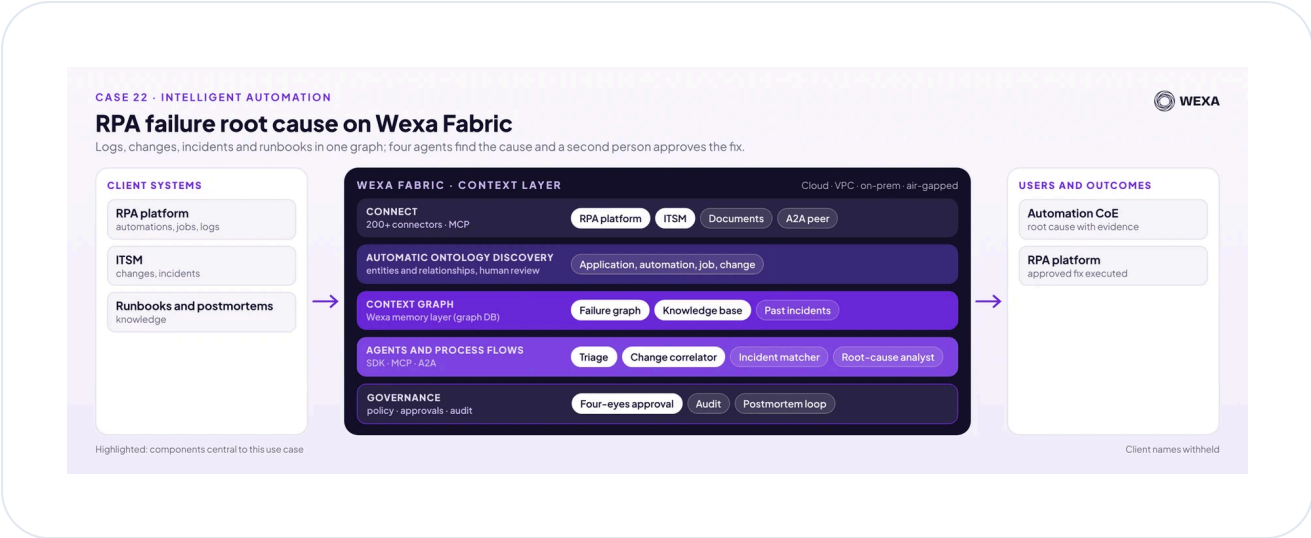


FIGURE How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

Results

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Hours to triage each failed automation (~6,000 failures a year)	3 hours	0.5 hours
Annual cost of the process	\$1.1M	\$180K
Time to implement the AI solution	6 months	2 weeks
AI build cost (one-time)	\$480K	\$15K
AI operating cost per year (models, infrastructure, upkeep, platform)	\$312K	\$166K

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Total AI cost in year 1	\$792K	\$180K

WITH WEXA

\$734K

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

13×

faster to implement

47%

lower AI operating cost

\$612K

less AI spend in year 1

✓ Deployed as a working application; investigation flow starts in about 1.1 s