



Customer success story

Deutsche Bahn: faster incident diagnosis inside strict data-handling boundaries

Hyground operated inside Deutsche Bahn's environment to accelerate root-cause analysis in passenger information systems without sending operational data outside the VPC

- Root-cause assessment in under five minutes in the tested workflow
- Up to 85% lower MTTR · deployment inside Deutsche Bahn's VPC
- Read-only investigation paths with human-governed actions.

8-week proof of concept · DB Reisendeninformation · distributed
Kubernetes environment · Helm-based deployment

The challenge

Distributed Operational Friction

Deutsche Bahn's passenger information systems operate in a distributed cloud environment with multiple Kubernetes clusters, large telemetry volumes, and strict requirements for reliability and data handling.

"In stressful on-call situations, hyground helped us access the exact system knowledge we needed much faster."

— PoC Team Member, DB RIS



Alert overload

Engineers had to work through large volumes of warnings and telemetry across multiple clusters before isolating the real source of failure.



Knowledge concentration

Not every on-call engineer had the same system depth, which increased escalation and investigation time during critical incidents.



Data-handling boundaries

Sensitive operational data could not be sent to external cloud AI providers for analysis.

Perimeter-Bounded Autonomy

Hyground was deployed in a dedicated sandbox cluster inside Deutsche Bahn's environment and connected to the existing toolchain with read-only investigation paths



Customer-controlled deployment.

Deployment via Helm chart and integrated with systems such as OpenSearch, Prometheus, and Kubernetes without changing the production operating model.



Context-aware investigation.

Hyground used telemetry and internal context to accelerate root-cause analysis and surface the relevant system knowledge for the on-call engineer.



Human-governed workflow.

Engineers received evidence-based findings and retained control over any production decision or action.

Sovereign SRE Enablement

"Based on the positive results, the rollout expanded toward additional business-critical applications and clusters." — PoC Lead, DB RIS

Faster investigation



Root Cause analysis <5min

The proof of concept materially reduced investigation time, including workflows in which root-cause assessment was produced in under five minutes.

Broader team enablement



System knowledge became more accessible across the SRE team, reducing dependence on a small number of experts.

Control preserved



Operational data remained inside Deutsche Bahn's VPC, supporting the organization's data-handling requirements.



Evaluate the same operating model in your environment.

Book a technical deep dive with Hyground.

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