

Product Operational Health Report

SpyroSolutions Operations & Engineering Date: August 1, 2025 Classification: Internal - Operational

Executive Summary

This report provides a comprehensive view of operational health across all SpyroSolutions products, including operational issues, customer satisfaction metrics, feature adoption rates, and their impact on customer success. Critical operational issues requiring immediate attention are highlighted.

1. Product Health Overview

Customer Satisfaction Scores by Product

Product	Average Satisfaction Score	Trend	Customer Count	NPS Score
SpyroCloud	85.2	[UP] Improving	8	+42
SpyroAI	78.6	-> Stable	6	+28
SpyroSecure	92.4	[UP] Improving	5	+58

Operational Health Metrics

Product	Uptime (30d)	Incidents	Avg Resolution Time	Health Score
SpyroCloud	99.94%	12	2.4 hours	87/100
SpyroAI	99.87%	18	4.1 hours	76/100
SpyroSecure	99.98%	5	1.2 hours	94/100

2. Operational Issues by Product

SpyroCloud - Operational Issues

Critical Issues (P1)

- Memory Leak in Multi-tenant Service

2. First Detected: July 15, 2025
3. Frequency: 2-3 times per week
4. Customer Impact: TechCorp, GlobalRetail
5. Resolution Status: Patch in testing (85% complete)
6. ETA: August 5, 2025
7. Impact on Success Score: -5 points
8. API Gateway Timeout Errors
9. First Detected: July 22, 2025
10. Frequency: During peak hours (3-5 PM EST)
11. Customer Impact: CloudFirst, DataSync
12. Resolution Status: Infrastructure upgrade scheduled
13. ETA: August 10, 2025
14. Impact on Success Score: -3 points

High Priority Issues (P2)

1. Slow Query Performance on Analytics
2. Affected Customers: 5 of 8
3. Performance Degradation: 40% slower than SLA
4. Resolution: Database optimization in progress
5. ETA: August 15, 2025
6. Storage Quota Calculation Errors
7. Affected Customers: 3 of 8
8. Issue: Incorrect usage reporting
9. Resolution: Algorithm fix deployed to staging
10. ETA: August 8, 2025

SpyroAI - Operational Issues

Critical Issues (P1)

1. Model Inference Latency Spikes
2. First Detected: July 10, 2025
3. Frequency: Daily during model updates
4. Customer Impact: EnergyCore, AutoDrive
5. Resolution Status: GPU cluster expansion approved
6. ETA: August 20, 2025
7. Impact on Success Score: -8 points
8. Training Pipeline Failures

9. First Detected: July 18, 2025
10. Failure Rate: 15% of jobs
11. Customer Impact: All AI customers
12. Resolution Status: Pipeline redesign in progress
13. ETA: August 25, 2025
14. Impact on Success Score: -6 points

High Priority Issues (P2)

1. Model Accuracy Degradation
2. Affected Models: Time-series prediction
3. Accuracy Drop: 12% below baseline
4. Customer Impact: EnergyCore specifically
5. Resolution: Retraining with new data
6. ETA: August 12, 2025
7. API Rate Limiting Issues
8. Affected Customers: 4 of 6
9. Issue: Incorrect limit calculations
10. Resolution: New rate limiter implementation
11. ETA: August 7, 2025

SpyroSecure - Operational Issues

Critical Issues (P1)

No critical issues currently active

High Priority Issues (P2)

1. False Positive Rate Increase
2. Detection Type: DDoS protection
3. False Positive Rate: 3.2% (target: <1%)
4. Customer Impact: FinanceHub
5. Resolution: ML model tuning
6. ETA: August 6, 2025
7. Compliance Report Generation Delays
8. Report Type: SOC2, ISO27001
9. Delay: 2-3 hours beyond scheduled
10. Customer Impact: All SecureCustomers
11. Resolution: Report service optimization

12. ETA: August 9, 2025

3. Feature Adoption Metrics

Feature Adoption - Last 6 Months

SpyroCloud Features

Feature	Release Date	Target Adoption	Current Adoption	Status
Auto-scaling v2	Feb 2025	80%	87%	[OK] Exceeding
Cost Analytics	Mar 2025	70%	62%	[!] Below Target
Multi-region Deploy	Apr 2025	60%	71%	[OK] Exceeding
API Gateway v3	May 2025	90%	85%	[!] Slightly Below
Custom Dashboards	Jun 2025	50%	68%	[OK] Exceeding
Resource Tagging	Jul 2025	40%	22%	[X] Significantly Below

SpyroAI Features

Feature	Release Date	Target Adoption	Current Adoption	Status
AutoML Platform	Feb 2025	70%	83%	[OK] Exceeding
Custom Model Import	Mar 2025	50%	45%	[!] Below Target
Real-time Inference	Apr 2025	80%	92%	[OK] Exceeding
Model Versioning	May 2025	60%	58%	[!] Slightly Below
Explainable AI	Jun 2025	40%	51%	[OK] Exceeding
Edge Deployment	Jul 2025	30%	12%	[X] Significantly Below

SpyroSecure Features

Feature	Release Date	Target Adoption	Current Adoption	Status
Zero Trust Auth	Feb 2025	90%	95%	[OK] Exceeding
Threat Intel Feed	Mar 2025	80%	88%	[OK] Exceeding
Automated Response	Apr 2025	60%	72%	[OK] Exceeding
Compliance Auto	May 2025	70%	76%	[OK] Exceeding
Risk Scoring v2	Jun 2025	50%	61%	[OK] Exceeding
API Security	Jul 2025	40%	38%	[!] Slightly Below

Adoption Analysis

High Adoption Features (>80%)

- * Real-time Inference (SpyroAI): 92% - Customers love the low latency
- * Zero Trust Auth (SpyroSecure): 95% - Critical for enterprise security
- * Auto-scaling v2 (SpyroCloud): 87% - Significant cost savings reported

Low Adoption Features (<30%)

- * Resource Tagging (SpyroCloud): 22% - Poor UX cited as main barrier
- * Edge Deployment (SpyroAI): 12% - Complexity and lack of documentation

4. Impact on Customer Success

Operational Issues Impact Matrix

Customer	Product	Critical Issues	Success Score Impact	Churn Risk
TechCorp	SpyroCloud	Memory leak, API timeouts	-8 points	Medium
EnergyCore	SpyroAI	Inference latency, accuracy	-14 points	High
GlobalRetail	SpyroCloud	Memory leak	-5 points	Low
AutoDrive	SpyroAI	Inference latency	-8 points	Medium
CloudFirst	SpyroCloud	API timeouts	-3 points	Low
FinanceHub	SpyroSecure	False positives	-2 points	Low

Customer Success Correlation

Strong Negative Correlations Found: - Each P1 incident reduces success score by average of 4.2 points - Resolution time >4 hours correlates with 15% higher churn risk - Features with <30% adoption have 2.3x more support tickets

Positive Correlations: - Products with >99.95% uptime show +8 point higher satisfaction - Fast incident resolution (<2 hours) improves NPS by +15

5. Feature Value Analysis for Enterprise Customers

Most Valuable Features by Usage and Impact

SpyroCloud - Enterprise Value Drivers

1. Auto-scaling v2
2. Usage: 87% of enterprise customers
3. Value: Average 34% cost reduction
4. Satisfaction: 9.2/10
5. Multi-region Deployment
6. Usage: 71% of enterprise customers
7. Value: 99.99% availability achieved
8. Satisfaction: 8.8/10
9. Custom Dashboards
10. Usage: 68% of enterprise customers
11. Value: 60% reduction in time-to-insight
12. Satisfaction: 8.5/10

SpyroAI - Enterprise Value Drivers

1. Real-time Inference
2. Usage: 92% of enterprise customers
3. Value: 10x faster decision making
4. Satisfaction: 9.5/10
5. AutoML Platform
6. Usage: 83% of enterprise customers
7. Value: 75% reduction in model development time
8. Satisfaction: 9.0/10
9. Explainable AI
10. Usage: 51% of enterprise customers
11. Value: Regulatory compliance achieved
12. Satisfaction: 8.7/10

SpyroSecure - Enterprise Value Drivers

1. Zero Trust Authentication
2. Usage: 95% of enterprise customers
3. Value: 0 breaches reported
4. Satisfaction: 9.8/10
5. Threat Intelligence Feed
6. Usage: 88% of enterprise customers
7. Value: 92% of threats prevented
8. Satisfaction: 9.3/10

- 9. Compliance Automation
- 10. Usage: 76% of enterprise customers
- 11. Value: 80% reduction in audit time
- 12. Satisfaction: 9.1/10

6. SLA Performance by Product

Current Month SLA Compliance

Product	SLA Target	Current Performance	Customers Meeting SLA	At Risk
SpyroCloud	99.95%	99.94%	6 of 8 (75%)	2
SpyroAI	99.90%	99.87%	4 of 6 (67%)	2
SpyroSecure	99.95%	99.98%	5 of 5 (100%)	0

SLA Violation Details

SpyroCloud SLA Violations

- * TechCorp: 2 violations (99.91% actual vs 99.99% target)
- * July 15: 4-hour outage due to memory leak
- * July 22: 2-hour degradation from API timeouts
- * Credits Issued: \$24,000
- * DataSync: 1 violation (99.89% actual vs 99.90% target)
- * July 18: 1.5-hour partial outage
- * Credits Issued: \$8,500

SpyroAI SLA Violations

- * EnergyCore: 3 violations (99.82% actual vs 99.95% target)
- * Multiple inference latency spikes
- * Credits Issued: \$18,500
- * AutoDrive: 1 violation (99.88% actual vs 99.90% target)
- * July 20: Model serving failure
- * Credits Issued: \$7,500

7. Recommendations and Action Plan

Immediate Actions (This Week)

1. Fix Memory Leak in SpyroCloud
2. Deploy patch to production by August 5
3. Implement additional monitoring
4. Owner: Cloud Platform Team
5. Address SpyroAI Latency Issues
6. Expedite GPU cluster expansion
7. Implement inference caching
8. Owner: AI Research Team
9. Improve Low-Adoption Features
10. Emergency UX review for Resource Tagging
11. Create video tutorials for Edge Deployment
12. Owner: Product Management

Short-term Improvements (This Month)

1. Operational Excellence Program
2. Implement 2-hour resolution SLA for P1 issues
3. Create dedicated ops team for each product
4. Weekly operational reviews
5. Feature Adoption Campaign
6. Customer webinars for low-adoption features
7. In-app guides and tooltips
8. Success team training on new features
9. Proactive Issue Prevention
10. Implement predictive monitoring
11. Automated scaling for peak hours
12. Chaos engineering exercises

Long-term Strategy (Q4 2025)

1. Platform Stability Initiative
2. Target 99.99% uptime across all products
3. Zero P1 incidents goal
4. Automated self-healing systems
5. Customer Success Integration

- 6. Real-time success score impact tracking
- 7. Automated alert on score degradation
- 8. Predictive churn modeling
- 9. Feature Value Optimization
- 10. Kill features with <20% adoption after 6 months
- 11. Double down on high-value features
- 12. Customer-driven roadmap prioritization

Appendix: Detailed Incident Log

July 2025 P1 Incidents

Date	Product	Issue	Duration	Customers Affected	Resolution
Jul 10	SpyroAI	Inference latency	2.5 hrs	6	GPU restart
Jul 15	SpyroCloud	Memory leak	4.0 hrs	2	Service restart
Jul 18	SpyroCloud	Partial outage	1.5 hrs	1	Failover
Jul 20	SpyroAI	Model serving	3.0 hrs	1	Pipeline fix
Jul 22	SpyroCloud	API timeout	2.0 hrs	2	Capacity add

This report contains operational data critical for service delivery. Distribution limited to Engineering, Operations, and Customer Success teams.