

Automat-it Launches the Industry's First Autonomous AI Support Engineer for AWS Production

Mate is an autonomous AI agent that proactively monitors, investigates, diagnoses & orchestrates cloud operations across multiple AWS customer environments 24/7

TEL AVIV, ISRAEL, September 2, 2026 /EINPresswire.com/ -- [Automat-it](#), a leading [AWS](#) cloud services partner for startups, today announced the launch of its [autonomous AI](#) Support Engineer, Mate, now running in production for its first customers.



Automat-it introduces Mate AI Support Engineer

Unlike AI chatbots or copilots that wait for prompts, Mate continuously monitors AWS environments, detects issues, investigates incidents, performs root cause analysis, and provides detailed remediation steps before an engineer even begins troubleshooting. The result is faster response times, reduced manual work, and around-the-clock cloud operations.

“

Mate is a major step toward autonomous cloud operations.”

Anton Mishyn, VP Global Delivery, Automat-it

Mate also orchestrates the entire support workflow, managing internal and customer-facing Slack communications, coordinating ticket handling and escalations, and automatically generating infrastructure, security, and cost optimization reports for every

customer.

Mate is built natively on AWS and leverages cutting-edge AWS innovations for granular permissions management to streamline onboarding and provide secure access. The platform was built as a multi-tenant solution from day one and is already supporting multiple production customers simultaneously.

“Mate is a major step toward autonomous cloud operations. It doesn’t just assist engineers—it investigates production environments, identifies root causes, and provides actionable remediation before an engineer even starts working. This allows our teams to focus on solving complex problems while routine operational work is handled autonomously.”

— Anton Mishyn, VP Global Delivery, Automat-it

“Mate is built natively on AWS that leverages cutting-edge AWS innovations for granular permissions management to streamline onboarding and provide secure access.”

— Chris Mills, Industry Expert Technologist, Amazon Web Services

Automat-it plans to expand Mate across additional customers, integrate richer customer context and data sources, and continue evolving the platform into a fully autonomous cloud operations engine.

Get in touch to see how Automat-it Mate can enhance your monitoring, support confidence, and cloud operations.

About Automat-it

Automat-it is an AWS Premier Partner helping startups build, deploy, and scale AI, data, and cloud workloads on AWS. With more than 1,000 customers across EMEA and North America, Automat-it helps startups move from AI ideas to production faster and at scale.

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