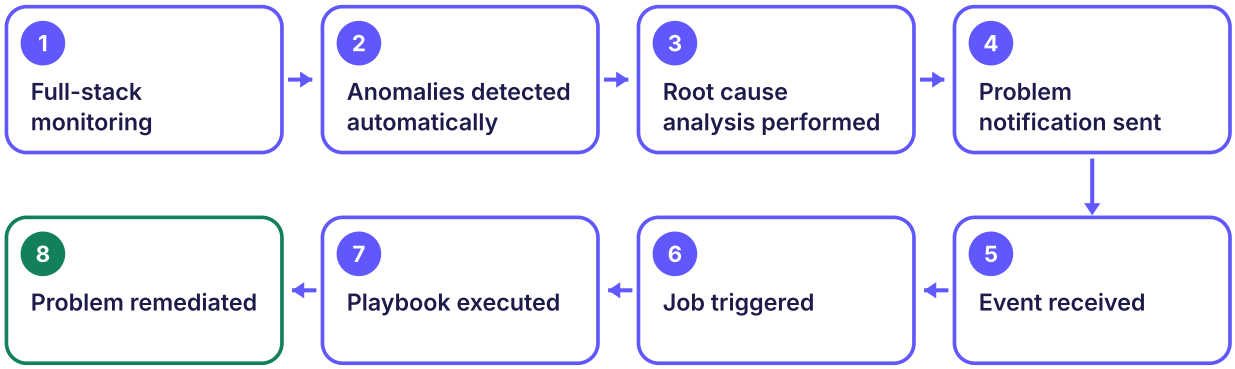
ITSM, INCIDENT ORCHESTRATION & AGENTIC REMEDIATION

Plug AI into the incident workflows you already run

Bi-directional ITSM integration, automated ticketing, routing and escalation, and runbooks that codify what your best on-call engineers already know, executed consistently and within policy.



How automated remediation works, from detection to resolution.

85%
L1/L2 incidents resolved autonomously

40–60%
Less manual overhead

Email & SMS
Notifications

The problem it solves

- Engineers re-keying incidents into ITSM
- The same fixes done by hand every night
- Automation blocked by lack of trust

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WHAT YOU CAN DO

Key capabilities

Bi-directional ITSM
ServiceNow and other ITSM platforms, with CMDB updates.

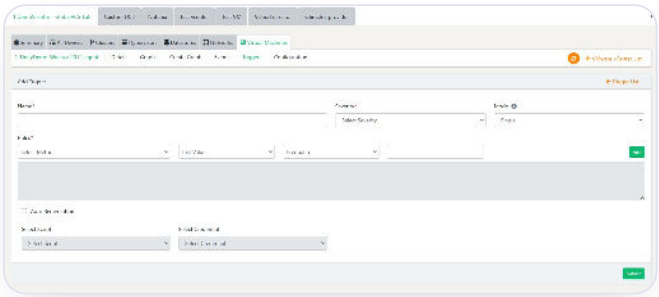
Automated ticketing and routing
Intelligent triage, routing and escalation.

Runbook remediation
Shell, Bash and Python scripts, or Ansible Tower via REST API.

Policy-bound actions
Every action gated, logged and reversible.



ITSM integrations



Event trigger with auto-remediation script

WHY IT MATTERS

Consistent fixes
Runbooks run the same way every time.

Human in the loop
High-stakes actions need approval.

Accurate records
Tickets and CMDB updated automatically.

GET STARTED

See Cerne™ AIOps in action

Explore the platform hands-on in the UnityOne AI Playground, or talk to our team about turning alert noise into resolved incidents.

▷ Enter Playground

✉ Contact Us

Email: contact@unityone.ai · Playground: cerne.unityone.ai · Sales: unityone.ai/contact-us

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