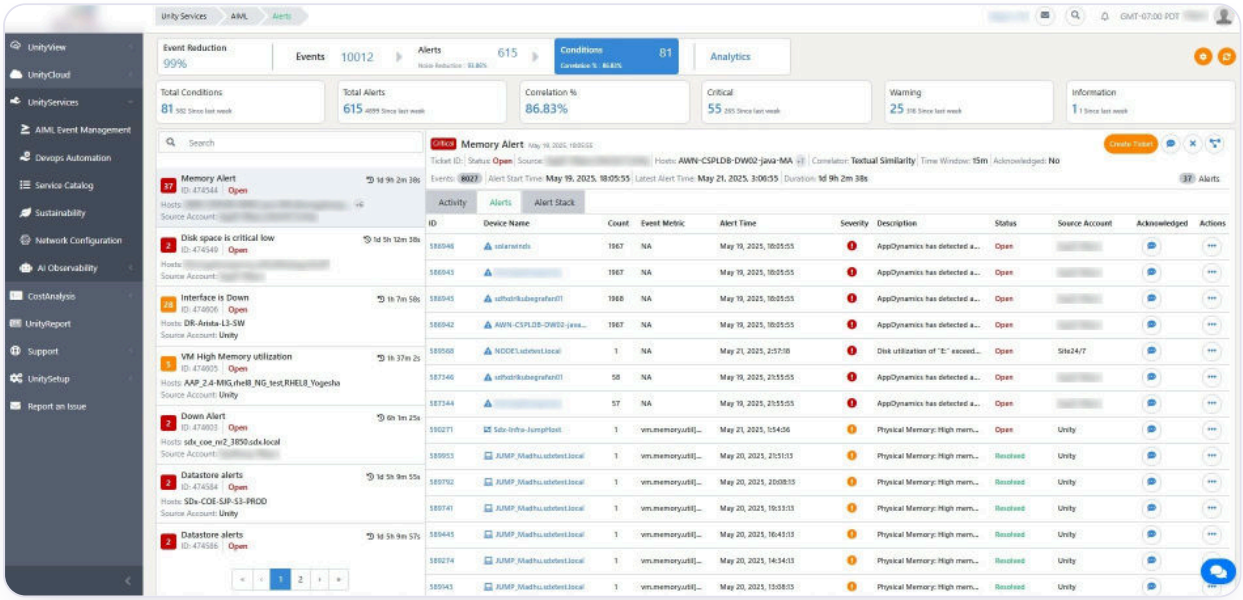
INDUSTRY USE CASE · MANAGED SERVICE PROVIDERS

# Serve more customers with the same team

MSPs monitor many customer environments at once. UnityOne AIOps gives a multi-tenant, correlated view and automates routine fixes, so engineers can handle more clients without burning out.




*Correlated incidents with source account and alert stack.*

## The challenge

- Many customers, tools and consoles
- Engineers overloaded with routine tickets
- SLAs at risk during alert storms
- Hard to show value to each customer

## How UnityOne AIOps helps

- Multi-tenant event correlation
- Automated ticketing per customer
- Runbooks for routine incidents
- Dashboards and reports per tenant

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## CAPABILITIES USED

**Multi-tenancy**
Separate views for every customer.

**Event correlation**
One incident per real problem.

**Runbook remediation**
Routine fixes run automatically.

**ITSM integration**
Tickets per customer, routed and escalated.

**Dashboards per tenant**
Show each customer their service.

**GenAI assistant**
Faster triage for every engineer.




*Ask the assistant for top noisy hosts.*

EXPECTED OUTCOMES

## What teams can expect

**85%**
**L1/L2 incidents resolved autonomously**

**40–60%**
**Less manual overhead**

**~70%**
**Alert noise eliminated**

Figures are UnityOne AI published AIOps ranges from unityone.ai. Actual results depend on each environment. This sheet describes a typical scenario; it is not a specific customer result.

WHY UNITYONE

**Scale your team**
More clients per engineer.

**Protect SLAs**
Faster resolution.

**Prove value**
Reports per tenant.

GETTING STARTED

STEP 1
### Explore
Try AIOps in the UnityOne AI Playground.

STEP 2
### Connect
Bring two or three monitoring tools into one stream.

STEP 3
### Automate
Turn on runbooks with the approvals you choose.

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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