ILLUSTRATIVE SCENARIO · MANAGED SERVICE PROVIDERS

An MSP resolves routine tickets and database work for every customer

THE ORGANIZATION

A managed service provider running data centers, private clouds and databases for many customers, with service levels to meet for each.

The challenge

- Ticket queues growing faster than the team
- Routine database checks and tuning done by hand
- Backups assumed good until a restore fails
- SLAs at risk during busy periods

The solution

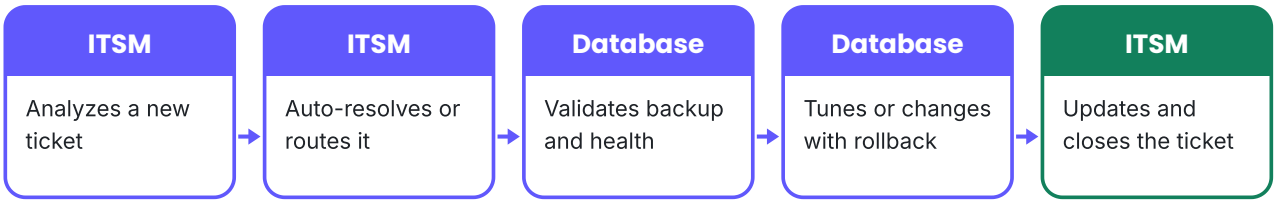
- ITSM Agent analyzing, resolving and routing tickets per customer
- Database Agent validating backups and tuning databases
- Approval and escalation rules per customer contract
- Change and incident records kept in the customer's ITSM

Agents deployed

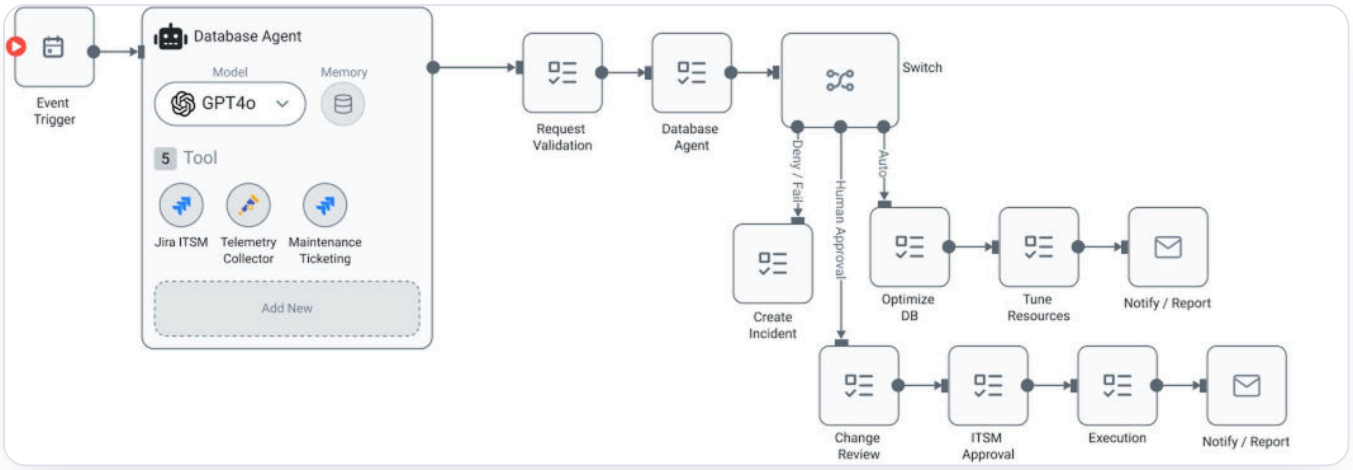
ITSM Agent

Database Agent

How the agents handled it



© Copyright 2026 By UnityOne AI | www.unityone.AI



Database Agent: request validation, then optimize and tune, or change review with ITSM approval.

EXPECTED OUTCOMES

What the team gains

Shorter queues
Routine tickets resolved automatically.

Healthier databases
Backups validated and performance tuned.

Scale without hiring
More customers per engineer.

Contract-aware
Rules and approvals per customer.

Illustrative scenario: a composite showing how organizations in this industry use Cerne™ agents. It is not a named customer, and outcomes are described qualitatively, not as measured results.

WHY CERNE™ AGENTS

Specialized
Six agents built for real ITOps work.

Governed
Auto, approval or escalate by policy.

Connected
300+ integrations and one data model.

GET STARTED

Put Cerne™ agents to work

See the agent ecosystem hands-on in the UnityOne AI Playground, or talk to our team about which agents to deploy first in your hybrid and multicloud estate.

▷ Enter Playground ✉ Contact Us

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

© Copyright 2026 By UnityOne AI | www.unityone.AI