ILLUSTRATIVE SUCCESS STORY · MANAGED SERVICE PROVIDERS

An MSP gives every engineer an AI coworker

A managed service provider runs data centers, private clouds and public cloud accounts for many customers. With the UnityOne AI assistant, any engineer can answer a customer question in seconds, across every tenant.

WHY GENAI FITS MANAGED SERVICE PROVIDERS

MSP engineers field a constant stream of customer questions about status, inventory, incidents and cost, across many tenants and tools. A conversational assistant on one multi-tenant platform turns each of those questions into a quick answer instead of a ticket.

THE ORGANIZATION

A managed service provider offering colocation, private cloud and multicloud management. Its service desk and NOC handle requests from many customers, each with their own data center footprint and cloud accounts.

The challenge

- Customer questions answered by searching several consoles
- Senior engineers pulled into routine status requests
- Monthly cost and carbon reports built by hand for each customer
- New engineers slow to learn every tool

What they did with UnityOne AI

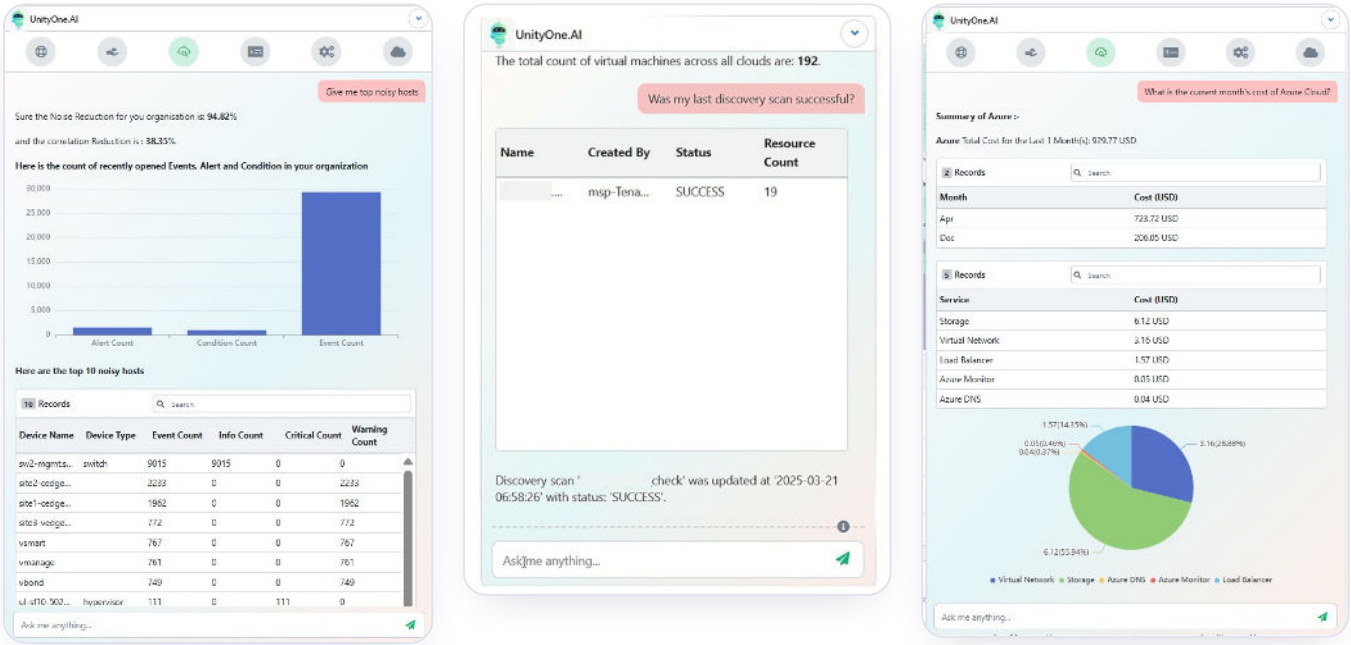
- Connected data centers, private clouds and public cloud accounts to Cerne™
- Gave the service desk and NOC the AI assistant
- Used tables and charts from the assistant in customer updates
- Started handing routine checks, such as discovery scans, to agents

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A DAY WITH THE AI COWORKER

Questions that used to take hours

When	Who	They ask	They get
08:10	NOC engineer	“Give me top noisy hosts”	Noisy hosts and event counts, ready for the morning review
10:30	Service desk	“Was my last discovery scan successful?”	Scan status, time and resource count
13:15	Account manager	“What is the current month’s cost of Azure Cloud?”	Monthly totals and cost by service for the customer
16:40	New engineer	“How do I create a new workflow?”	Step-by-step instructions in the portal



Noisy hosts, discovery scan status and Azure cost, all asked in plain English.

THE OUTCOME

What changed for the team

Faster customer answers
Questions answered in the conversation, not by a ticket.

Senior engineers freed
Routine status requests handled by anyone on the team.

Reports in minutes
Tables and charts ready to share with customers.

A path to automation
Routine checks handed to agents, with approvals.

Illustrative success story: a composite scenario showing how teams in this industry use the UnityOne AI assistant. It is not a named customer, and outcomes are described qualitatively, not measured results.

WHY UNITYONE

Multi-tenant
One assistant, every customer.

Every domain
DCIM, AIOps, FinOps, GreenOps.

Private LLM
Customer data stays private.

GETTING STARTED

STEP 1
Ask
Try the assistant in the UnityOne AI Playground.

STEP 2
Connect
Link your data centers, clouds and monitoring.

STEP 3
Delegate
Hand routine tasks to agents, with approvals.

GET STARTED

Meet your AI coworker

Ask the UnityOne AI assistant your own DCIM, AIOps, FinOps and GreenOps questions in the Playground, or talk to our team about bringing it to your operations.

▷ Enter Playground ✉ Contact Us

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

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