Why Sainapse?

1. Autonomously converts alerts from monitoring systems and messages from users to tickets with appropriate priority, classification and routing
2. Intelligently auto-heals via calling appropriate scripts/RPA and closing loop
3. Recommends solutions and KB elements to support agents for escalated tickets and directly to end user for simple ‘how-to’s
4. Spots emerging themes before they become frequency heavy allowing for preventive action
5. Identifies names / addresses from data and has ability to blank out contextual identities (PII)
6. Resides within your firewall on-prem / on-cloud thereby adding no vulnerability relating to security, privacy and residency

Sainapse brings ‘intelligence inside’ your existing AIOps & ITSM landscape and drops query and problem resolution time by over 80%

- 80% drop in time to solve
- 50% drop in cost of support ops
- 0 time to remediate across platforms
- 92% accuracy “NO TOUCH” triaging
- 100% compliant with security & privacy norms

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