

Redefining AIOps for enterprises

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 Has the ability to summarize manuals and KB articles making referencing easier by engineers & agents alike
- 6 Identifies names / addresses from data and has ability to blank out contextual identities (PII)
- 7 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



92% accuracy
"NO TOUCH" triaging

50%

drop in cost of support ops



0 time to remediate across platforms



100% compliant with security & privacy norms