AI for IT

First-line tickets resolved before a human sees them, systems that heal themselves and security that never blinks — an IT day where the team builds instead of firefights.

A TYPICAL DAY

- ✓ **Triage and auto-resolve first-line tickets** — password resets, access, how-tos handled instantly.
- ✓ **Self-healing monitoring** — alerts investigated and common fixes applied automatically.
- ✓ **Patch and update management** on autopilot.
- ✓ **AI-assisted security monitoring** — suspicious activity flagged and triaged 24/7.
- ✓ **Automated onboarding and offboarding** — accounts, licences and kit in minutes.

EVERY MONTH

- ✓ Asset and licence reporting
- ✓ Vulnerability scanning and prioritisation
- ✓ Backup and disaster-recovery testing
- ✓ IT KPI dashboard

EVERY YEAR

- ✓ IT roadmap and budget
- ✓ Security posture review and Cyber Essentials
- ✓ Vendor and contract reviews

STOP OUTSOURCING — DO IT IN-HOUSE

USUALLY OUTSOURCED	NOW IN-HOUSE WITH AI
Outsourced helpdesk	**AI first-line + a lean internal team (or co-managed with us)**
Security monitoring	**AI-assisted detection and response**
Reporting	**Automated, always-on dashboards**

How: it starts with our AI Readiness Audit — a “day in the life” of your team to find the handful of tasks AI saves the most time on — then Microsoft Copilot and custom AI agents, set up securely with governance built in.

Book a free, no-obligation AI review

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