

Edwin AI: your super ITOps teammate

In today's dynamic IT landscape, organizations face a critical balancing act: delivering best-in-class services while grappling with the reality of shrinking operational budgets. This challenge is compounded by the relentless influx of alerts, fragmented workflows, and the urgent need for swift incident resolution, which can overwhelm even the most seasoned IT professionals. The pressure to do more with less has never been greater.

Enter Edwin AI, LogicMonitor's groundbreaking Generative AI solution, designed to be your indispensable ITOps teammate. Edwin AI streamlines incident resolution, enhances cross-domain support workflows, and offers actionable insights, making IT operations faster, more efficient, and better equipped to meet the demands of modern digital ecosystems.

Transforming IT operations with AI-powered insights

Edwin AI is designed to fast-track cross-domain incident resolution at the first level of support. By leveraging advanced GenAI capabilities, it provides incident summaries, root cause analysis, and resolution guidance that empowers IT teams to respond swiftly and effectively to emerging issues.

Immediate impact

Edwin AI offers an unparalleled quick time to value, with deployment in under a day and no lengthy training required. It immediately provides real-time summaries and auto-correlation, enabling swift ticket routing and preventing escalation delays.

Supercharging level-one and level-two support

Acting as a real-time GenAI assistant, Edwin AI scales IT operations exponentially. It shifts teams from daily firefighting to proactive operations, using customizable machine learning models to deliver insights tailored to your business needs.

Cross-domain collaboration

By consolidating support workflows across ITOps, SecOps, DevOps, and more, Edwin AI accelerates cross-domain incident resolution. It correlates related alerts into single tickets, enabling quick resolution or seamless routing to appropriate teams.

“

Edwin AI started correlating within an hour, even before we put it in production.”

Nathan Jetson
Network Monitoring Solutions
Manager, Global agricultural
technology company

Cutting through the noise

Edwin AI compresses up to 97% of alert volume, dramatically reducing alert fatigue while ensuring critical issues aren't overlooked. It pinpoints causal alerts and identifies patterns through auto-generated tags and insight timelines, helping teams focus on what truly matters.

Customer Outcomes



Alert Noise Reduction



ITSM Incident Reduction



MTRR Reduction



Operational Efficiency Improvement

Empowering IT teams with advanced capabilities

Edwin AI comes equipped with a suite of powerful features designed to streamline IT operations:

The screenshot displays the LogicMonitor interface for an incident titled "Incident: SDWAN tunnel flapping and outage impacting business services". The interface includes several key sections:

- Summary:** Multiple alerts indicate an SDWAN tunnel between the main office and remote branch is flapping, causing configuration sync failures and high CPU utilization on the SDWAN controller. The tunnel eventually went down, disrupting critical business services such as the trading platform, voice communications, and application access. Impacted services are experiencing unavailability, high packet loss, and increased response times.
- Root Cause Analysis:** The SDWAN tunnel's instability, characterized by frequent flapping and eventual failure, appears to be the root cause of the service disruptions and performance degradation.
- Suggested Remediation Actions:**
 - Investigate recent history of SDWAN tunnel latency and packet loss for when problems began.
 - Review recent configuration changes on SDWAN devices.
 - Verify SDWAN device health and resource utilization.
 - Restart or reset the SDWAN tunnel if necessary.
 - Consider implementing configuration change management processes.
 - Update monitoring thresholds for proactive detection of tunnel flapping.
- AI Analysis:** A conversational GenAI assistant provides a plain language summary and actionable recommendations. The assistant's response includes: "Hi, I'm the Edwin AI Assistant and I can help you resolve this incident. I have some suggested prompts below or you can type anything into the Message Edwin AI field. How would you like to start?" and "Here are graphs of latency and packet loss for cisco-edge-router-10.10.1.53 and cisco-edge-router-10.10.3.33 for the last 60 minutes." The assistant also provides links to configuration change logs and a note about a sharp rise in latency and packet loss on affected routers.
- Mobile App Notification:** A notification from the LogicMonitor Edwin AI app shows a summary of the incident and a link to the incident details.

Severity	Source	#Events	Source ID	Escalation	State	Description
Critical	LogicMonitor	2	DS4536278	incident	active	ID: LMD800567 SDWAN Tunnel.TunnelStateChanges occurring on...
Critical	LogicMonitor	12	DS4536389	incident	active	ID: LMD8068233 SDWAN Controller.ConfigSyncStatus is occurring...
Critical	Splunk	8	DS4536495	incident	active	ID: LMD8078432 EdgeRouterInterface.InterfaceStateChanges on...
Critical	Splunk	8	DS4536483	incident	active	ID: LMD8073912 EdgeRouterInterface.InterfaceStateChanges on...
Critical	LogicMonitor	4	DS4536453	incident	active	ID: LMD8069984 SDWAN Controller.CPUUtilizationPercentage is...

- **Correlation and deduplication:** Automatically clusters related alerts into single incident tickets, vastly reducing identification and resolution times.
 - **Plain language summary:** Translates complex alerts and technical jargon into readable language, making them understandable even for Level 1 support.
 - **Root cause analysis:** Delivers pinpoint accuracy in identifying the root cause of issues, providing insights grounded in your data.
 - **Actionable recommendations:** Empowers Level 1 and 2 support staff with step-by-step troubleshooting guides, leveraging unstructured data like runbooks.
 - **Predictive insights:** Anticipates incidents or outages before they impact your business, compressing up to 95% of alerts for proactive management.
 - **AI assistant:** Offers a conversational, user-friendly interface that provides additional information and historical context to fast-track troubleshooting.
-

Seamless integration for comprehensive visibility

Edwin AI's strength lies not only in its AI capabilities but also in its ability to integrate seamlessly with your existing IT ecosystem:

- **Open and agnostic:** Built directly into the LM Envision platform, Edwin AI harnesses over 3000 integrations to seamlessly group related alerts across legacy on-premises and modern hybrid cloud infrastructures.”
 - **Cross-functional visibility:** Unifies observability, security, and APM from third-party tools like Datadog, Splunk, CrowdStrike, and more, along with rich CMDB data from tools like ServiceNow for highly correlated and enriched incident tickets.
 - **Seamless incident ticketing:** Provides full bi-directional synchronization of alerts, enriching insights with CMDB information for rapid problem identification and resolution.
-

Edwin AI is available now

Edwin AI represents a paradigm shift in IT operations. It's not just about responding to issues faster; it's about transforming how your entire IT ecosystem functions. From providing actionable insights to facilitating cross-functional visibility, Edwin AI is your ticket to a more efficient, proactive, and stress-free IT environment.



Ready to experience the Edwin AI revolution? Book a GenAI workshop today and see firsthand how Edwin AI can transform your IT observability.

[Book a GenAI workshop](#)