## LogicMonitor

EDWIN AI SOLUTION BRIEF

# 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.
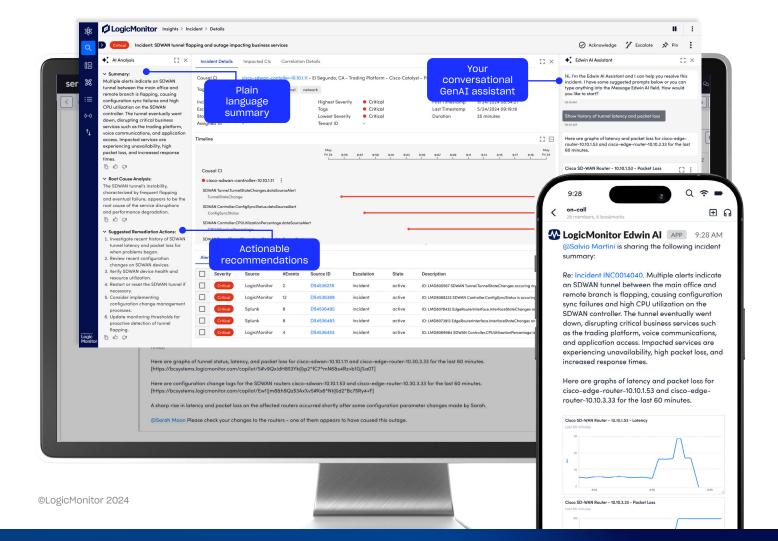
## Customer Outcomes

**95%**
Alert Noise Reduction

**30%**
ITSM Incident Reduction

**60%**
MTTR Reduction

**20%**
Operational Efficiency Improvement

## Empowering IT teams with advanced capabilities

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

- **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.

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