

# The all-in-one IT management platform, powered by **Action AI™**

Your IT is the beating heart of your business. That's why you need a platform that does more than just covers the basics. You need the AI-powered, all-in-one IT management platform that keeps your operation moving at full momentum, no matter what.

**Dashboard**

**Tickets status**

Open	Pending	Overdue
250	15	2

**Alerts status**

Warning	Critical
60	7

**Availability monitoring**

Device type	Online	Offline
Server	13	7
PC	419	15
Mac	181	9
Linux	3	
SNMP	2	5

**OS platform**

- Windows: 75%
- Linux: 11%
- Mac: 14%

250 Devices

**Satisfaction**

★★★★★

- Quality of support: 5
- Technician knowledge: 5
- Overall helpfulness: 5

**IT automation profiles**

Schedule Automation

Run profile: Weekly, Every Monday

- Run the profile on newly installed agents
- OS patch management
- Software Patch Management
- Disk Management

**Script generator**

Generated from ticket #1531: Check the computer for viruses. Run a disk cleanup and defragment the computer's RAM and CPU us...

**AI Copilot**

Run device diagnostics.

Sure!

Running diagnostics...

Type a message

**12K+**  
Customers

**120**  
Countries

**5M**  
Devices under management

**1M**  
Tickets handled per month

# → Every IT tool you need, but better



## Remote Monitoring and Management (RMM)

Manage unlimited devices, fixed monthly cost.



## Action AI™

Solve issues in record time using fully-integrated AI tools.



## Remote Access

Initiate instant sessions using industry-leading tools.



## Helpdesk and Ticketing

Deliver efficient, reliable support at any scale.



## Network Discovery

Automate updates and security patches across any OS.



## Patch Management

Maintain security with real-time scans of your network.

## A quantum leap in IT history

### Average response time



### Average resolution time



■ Industry benchmark

■ Atera's Action AI™



## Leading the way in AI-powered IT

With our first-of-its-kind Action AI™ technology, your team can tackle IT issues with new levels of efficiency, providing the quality of support your organization needs to achieve excellence at scale.



## Deep-learning level insights

Optimize operational efficiency by using AI-powered diagnostics and advanced reporting to drive smarter, more confident decisions. Always know exactly where your operation stands, and what actions to take next.



## Unparalleled IT control

Optimize operational efficiency by using AI-powered diagnostics and advanced reporting to drive smarter, more confident decisions. Always know exactly where your operation stands, and more importantly, what actions to take next.



## Rock-solid security, unmatched support

With SSO, 256-bit AES encryption, automated patching, and compliance with global standards like GDPR, HIPAA, and SOC2, your data is always secure. Plus, our dedicated team of experts is on-call 24/7, meaning your team never works alone.

# Transform your IT into your greatest asset with **Action AI™**

→ [atera.com](https://atera.com)

Our industry-leading AI-powered solution frees your team from IT limitations, enabling them to perform their best every day.

## 10X

Faster ticket resolution

## 90%

Accurate diagnoses reported by Atera AI Copilot users

## 11-13

Hours saved on average per week

## AI Copilot

Aiden Ford's PC

### Ticket summary

- Aiden experiences slow computer performance.
- He contacts IT support for assistance.
- The technician recommends restarting the computer.

[See full summary >](#)

### Diagnostics

#### Check top 5 running p

SRSservice	System
1,719.34	4,578.75
sfc	MomgoD
15,461.48	1,909.56
Postman	dwn
2,404.48	1,672.98

#### CPU usage

Current CPU usage  
23.55%

### Suggested solutions

- Terminate the 'ipf\_helper' process if it's not critical for the user's daily operations.
- Consider adjusting Group Policy settings to optimize system performance.
- Enable 'Power Saver' mode to reduce CPU usage and improve system performance.

[See more solutions >](#)

Force quit ipf\_helper

Force update system policies

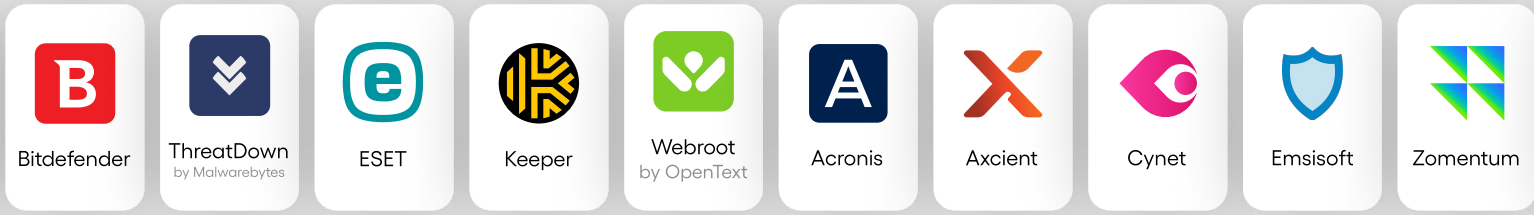
**Responsible AI**

Learn more about our strict commitment to **Responsible AI**

**AI Copilot**

Learn more about our **AI Copilot** capabilities here

# Enhancing excellence through integration



“Atera’s AI-powered script generator has been a game changer for my team. It has dramatically improved resolution time.”

John Merrick



“We are pleased to partner with Atera to further empower IT professionals in their daily operations with generative AI capabilities using Azure.”

Avi Yoshi, VP Technology, Microsoft

