

FOR MANAGED SERVICE PROVIDERS

Your next service desk hire is Neo.

The AI technician that reads the ticket, checks your playbooks and docs, makes the call, runs the fix, and closes the loop. Alongside your team, inside your PSA.

WHY MSPS NEED NEO

Your service desk spends too much time on repeat work.

Techs spend their time routing tickets, not resolving them

Too much \$\$ is spent on handling tickets like user onboarding/offboarding.

To automate stuff before, you had to hire a full-time automation engineer.

SAME TICKET, START TO CLOSE

New-user onboarding. ~34× faster.

Neo is designed to work tickets from start to finish

MANUALLY

42:00

Create M365 identity, license, groups	8:30
Mailbox, MFA, security groups	8:15
Provision the third-party app stack	21:00
Document and close	4:15

NEO

1:15

Reads ticket, pulls the client SOP	0:08
Creates M365 identity, license, groups	0:22
Provisions the app stack per checklist	0:35
Documents and closes	0:10

The things MSPs turn on first.

Neo can automate lots of manual workflows. These are the common scenarios we see MSPs stand up quickly.



Triage & dispatch

Chooses the right type, subtype and priority, then assigns the right technician.



Onboarding / offboarding

Interacts with a customer's Microsoft 365 tenant to complete the full JML flow.



Resolution suggestion

Searches previous tickets, KBs and the web to understand how to resolve the issue.



Execute RMM script

Neo can assign a ticket to itself and work it until it is fully resolved.

One agent, wired into your whole stack.

Neo sits at the center of your service desk.

READS & UNDERSTANDS

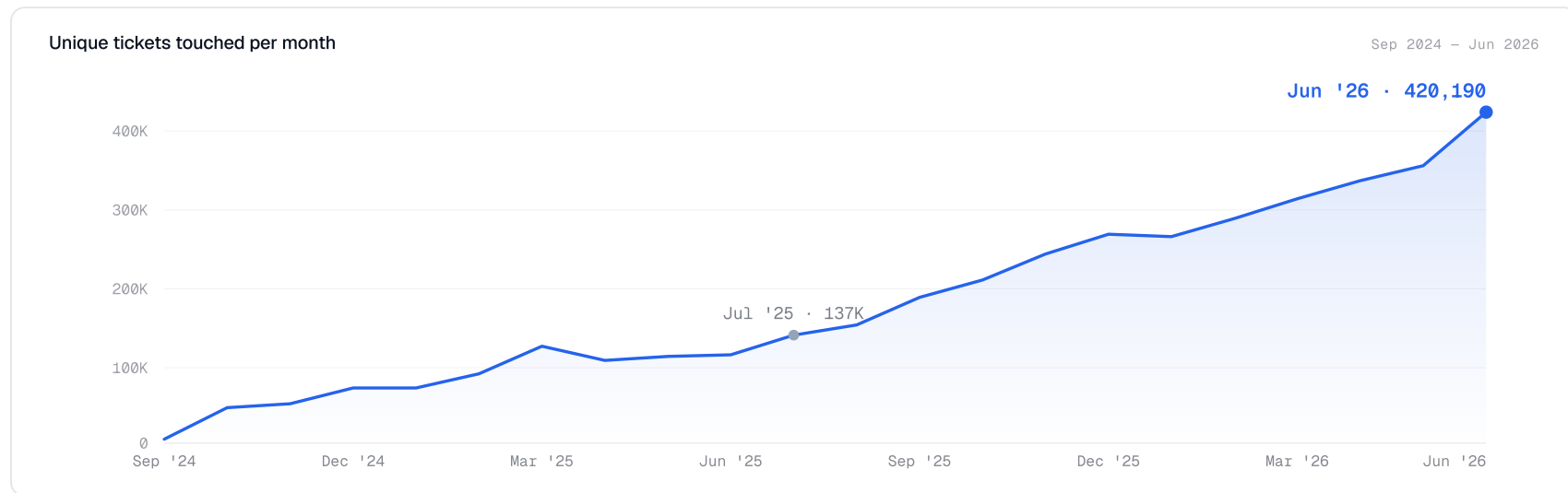
ACTS & RESOLVES



MSPS TRUST NEO

Neo runs more of the service desk every single month.

Real production data across nearly 200 MSPs worldwide.



CONTROL & SECURITY

Your techs stay in control.

GRANULAR PERMISSIONS

None, Read, or Write. Scope exactly what Neo can touch.

APPROVE OR AUTOPILOT

Review each action, or let Neo run autonomously on low-risk work.

FULL AUDIT TRAIL

Every decision and action logged, attributable, and reversible.

ENTERPRISE-READY

Azure-hosted · SOC 2 · Microsoft Partner. Built for your risk posture.