

Support Team AI

Enterprise Automation for Microsoft 365

Azure Marketplace Certified Solution



Executive Summary

Support Team AI is a next-generation SaaS solution designed to revolutionize IT service management by bridging the gap between ServiceNow and Microsoft 365. Leveraging advanced Large Language Models (LLMs) and a secure "Split-Brain" architecture, Support Team AI automates complex IT requests, reduces mean-time-to-resolution (MTTR), and ensures consistent governance across the enterprise tenant.

1 Key Capabilities

1.1 Intelligent Identity Management

Automate standard and advanced user lifecycle events directly from ServiceNow tickets.

- **User Lifecycle:** Automated creation, disabling, and license provisioning.
- **Access Control:** Real-time management of Entra ID security groups and Microsoft Teams memberships.
- **License Optimization:** Reclaim unused licenses based on organizational policy.

1.2 Security & Zero-Trust Remediation

Rapidly respond to security incidents with automated Tier 3 remediation actions.

- **Identity Protection:** Instant MFA resets and session revocations for compromised accounts.
- **Account Security:** Forced password changes and account unlocking via secure AI intent validation.
- **Audit Ready:** Every action is logged in ServiceNow and Azure Application Insights for full traceability.

1.3 ServiceNow Native Integration

No new tools for your agents to learn. Support Team AI lives within your existing ITSM workflow.

- **Auto-Analysis:** AI analyzes incoming ticket descriptions to determine intent.
- **Interactive Work Notes:** The AI provides real-time status updates and outcome reports directly in the ticket.
- **Human-in-the-loop:** Graceful escalation to human agents when complex or out-of-policy requests are detected.

2 Technical Architecture

The platform utilizes a high-security architecture designed for the modern enterprise.

- **Split-Brain Reasoning:** Employs a dual-model approach using *o3-mini* for strategic planning and *gpt-5-mini* for task execution.
- **Hybrid Worker Support:** Seamlessly interacts with on-premises infrastructure via Azure Automation Hybrid Workers.
- **Data Residency:** Built on Azure Static Web Apps and Functions, ensuring your data stays within the Azure ecosystem.

3 Security & Governance

Feature	Benefit
Granular RBAC	Administrators control exactly which AI bundles (Identity, Security, Collab) are enabled.
Kill Switch	Instantly disable specific automation scripts via the SaaS management portal.
Audit Logging	Complete audit trail of all Microsoft Graph API calls and LLM decisions.
Zero Persistence	Customer credentials and tenant data are never stored permanently in the AI layer.

Table 1: Security Controls Overview

Ready to automate your M365 operations?
[Available via Azure Marketplace Private Preview](#)