

— IVISION INSIGHT · AI-NATIVE IT OPERATIONS

Responsive to what you see, and what you don't.

ivision Insight creates a continuously updated view of your hybrid IT environment, connecting discovery with cloud, M365, vulnerability, monitoring, and CMDB context. Built for ivision Managed Services, it turns what we find into better coverage, faster response, and smarter lifecycle decisions.

THE SHIFT

Stop logging into dashboards.
Start asking questions.

Every screen in your stack is now one conversation away — by voice or text, from any device, answered by an assistant that knows your environment.





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|---|--|---|
| <p>Continuous discovery enriched by AI</p> | <p>Hybrid coverage cloud & on premise</p> | <p>Secure by design mTLS + SSO</p> |
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— BY THE NUMBERS

operational benchmarks across the insight platform

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|---|---|---|---|--|
| <p>10 min AI-powered alert correlation</p> | <p>15 min critical incident response</p> | <p>24x7 ivision managed operations</p> | <p>99.9% platform availability SLA</p> | <p>1 platform for discovery to response</p> |
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Human expertise, delivered by ivision. Modern IT operations, powered by AI.

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|--|---|--|---|
| <p>01 </p> <p>Unified discovery Assets, apps, cloud, M365, vulnerabilities.</p> | <p>02 </p> <p>Operational intelligence Coverage, lifecycle, risk, cases, alerts.</p> | <p>03 </p> <p>Service-ready workflows Built for your team and ivision services.</p> | <p>04 </p> <p>AI-assisted action Ask, correlate, enrich, validate, automate.</p> |
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Agentic AI on the inside. White-glove ivision Managed Services on the outside.

AI Assistance, Built In

ON CALL 24x7

Why it matters

WHAT IVY UNLOCKS



Ivy Insight

AI ASSISTANT · IVISION INSIGHT

Ivy gives teams instant access to live insight data: assets, vulnerabilities, incidents, open cases, lifecycle, and service context, backed by ivision's 24x7 managed services team.

Ivy replaces tool-hopping and report-pulling with one intelligent question. It brings live operational context to the teams that need it most: service desk, service delivery, network, cloud, security, digital workspace, and architecture.



Save Time

Get answers in seconds, not minutes.



Better Decisions

Act on accurate, real-time, correlated data.



Increase Productivity

Empower every role with AI-powered self-service.



Always Available

Voice or text, anytime, anywhere.

**LIVE OPERATIONAL CONTEXT.
ANSWERED BY AI.**

AI AUTOMATION ENGINE · 24/7

10 min

Alert Correlation

Clusters noise into incidents — extended thinking.

on scan

App Enrichment

Risk · license · EOL · compliance — auto.

on finding

Vuln Validation

CVE applicability to YOUR environment.

on event

Runbook Engine

Branching automation with live status.

Ivy — THE AGENTIC AI ASSISTANT

Leading models. ivision context. Insight combines OpenAI and Anthropic with tenant-grounded operational data to power assistant, correlation, enrichment, and validation workflows.

| CAPABILITY | EXAMPLE USER ASK | DATA SOURCE |
|-----------------------------|--|--|
| Inventory summary | "How many assets are offline in the Atlanta DC?" | Asset stats · online/offline · EOL · monitoring coverage |
| Asset lookup | "Show me the core switch at ATL01." | Hostname · IP · serial · model · manufacturer · type |
| Asset deep-dive | "What's the lifecycle status of 10.20.30.5?" | Online state · vulnerabilities · lifecycle · active alerts |
| Location rollup | "Which sites have critical alerts right now?" | Per-location asset counts · circuits · severity rollup |
| Case triage | "Open P1 cases for this tenant from last week." | ServiceNow cases filtered by status · priority · date |
| Case details | "What's the SLA status on INC0123456?" | Description · comments · SLA · linked assets |
| Vulnerability search | "Any active log4j findings?" | CVE / PSIRT search across tenant · applicability scoring |
| Account team | "Who is my delivery manager?" | Account exec · delivery manager · client success contacts |
| Inbound caller ID | <i>(automatic)</i> | Phone-number-to-contact resolution for voice sessions |

Ask Ivy

VOICE · TEXT



Ivy Insight

Live



Hi John — how can I help?

Hey Ivy, what do I need to know about this new device on our network?



That's **FINANCE-ASW1** — a Cisco WS-C3560CX-8XPD-S switch, online at 192.168.100.11 in the Lab location.

Two flags: it hit **End of Sale** April 30, 2025 (support runs through April 2030), and it's carrying **28 vulnerabilities** — **1 critical, 20 high**. Significant exposure for a new device.

Want me to pull the vuln details, or dig further on this device?



Message Ivy...



One platform. One assistant. One team that knows your name.

TALK TO AN EXPERT

ivision.com/contact