



SUPPORTFLO FOR IT

Run IT Support and Operations with **Autonomous Resolution Agents**

www.automationedge.com

SupportFlo for IT – The Autonomous Resolution Layer

SupportFlo for IT is the agentic IT support offering built on the AutomationEdge Agentic Process Automation Platform. It deploys AI agents that read a request, reason across your systems, take the fix and confirm it resolved — running on top of the ITSM you already own. Your service management platform keeps the record; SupportFlo closes the ticket. No rip-and-replace, no migration, no replatforming of a stack that already works.

It covers both halves of IT. The tier-1 request queue your service desk drowns in — password resets, access provisioning, onboarding, software installs, endpoint fixes — resolved in the channel the employee asked in. And the infrastructure incidents nobody filed: a node at 98% CPU at 4 a.m., diagnosed, remediated through an approved runbook, verified and written back before your on-call engineer wakes up. With 1,000+ ready agents and workflows and 520+ IT connectors, deployment is configuration rather than development.

Where Internal IT Support Breaks Down

The same repetitive work, over and over — and it is exactly where IT capacity quietly disappears.

65–70%

of IT tickets are repetitive

Password resets, access requests and software installs — the same tickets, forever.

~45 min

mean time to resolve

Manual triage, diagnosis and remediation across disconnected consoles.

25–35%

annual L1 team attrition

Firefighting queues drive burnout — every exit takes institutional knowledge.

24x7

coverage expectation

Verifier checks HR policy, the HRMS updates and the request closes.

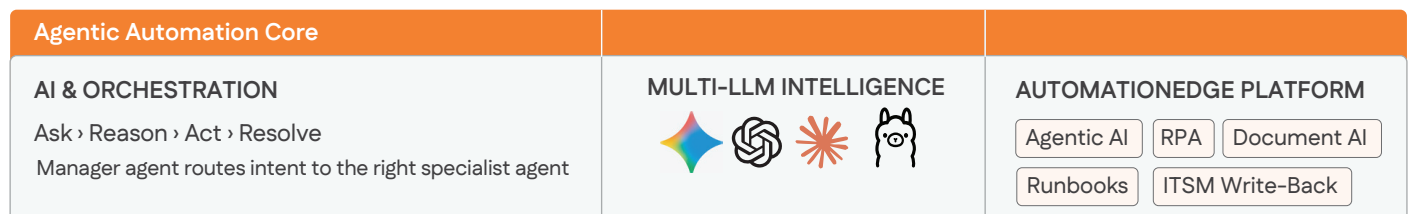
The IT Resolution Execution Layer

A governed multi-agent stack that connects your service desk, estate and systems of record.

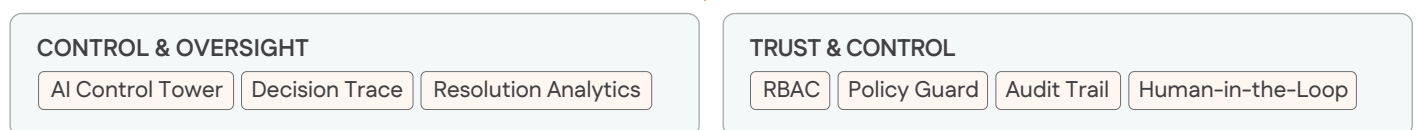
CHANNELS & SIGNALS



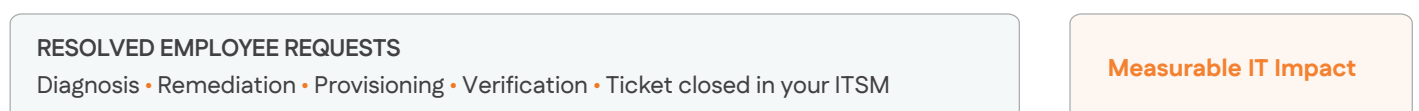
AGENTIC AUTOMATION CORE



GOVERNANCE

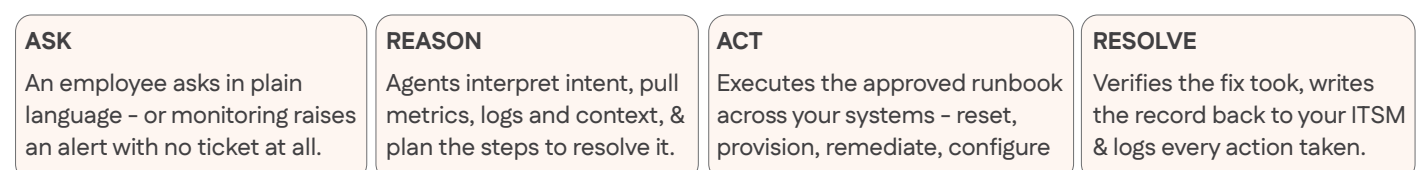


OUTCOMES



From Request to Resolution — Autonomously

Every IT request and every alert runs the same governed pipeline — not a single chatbot.



Guardrails throughout. Policy Guard checks every action before it runs – safe actions execute autonomously • anything carrying real risk stops and escalates to a human with the full diagnosis attached • complete audit trail written to your ITSM.

One Platform Across Your Entire IT Estate

Not a handful of use cases – autonomous frontend and backend resolution across every IT domain, ready out of the box.



End-user Support

Password reset • access provisioning • onboarding • software requests • policy Q&A



Application Support

SAP • Salesforce • D365 • Okta incidents • CPU/memory remediation • service restarts



Data Centre

Health checks • SCOM & cluster restarts • reboot / decommission • patching • batch jobs



Cloud

Azure AD SSO • AVD / Azure access • AWS resource hygiene • VM provisioning • O365 licences



Network

ISP link-down triage • device diagnosis • config backup & drift • DNS / IP reclaim



Security & Compliance

DLP / SCCM / CrowdStrike / Intune remediation • USB governance • Zscaler • phishing triage

Proven in Production

Real metrics, at real scale, on the ITSM these teams already run — including the delivery organisations that run IT for everyone else.

GENPACT

99.17%

cycle-time reduction per request

~140,000 tickets in 21 months • 14 FTE returned to client work Fusion

TELEPERFORMANCE

5 days → Day 1

new-hire access creation

15+ HR/IT processes automated • under 4 months to full deployment

WIPRO

\$2M+

validated hard ROI across the IT estate

140 bots in production • 15+ FTE redeployed

UMMS

80%

helpdesk workload cut on password resets

~1 min turnaround, was 45 • 98– 99% reset success rateDirectory

Why SupportFlo for IT



Resolution, Not Routing

Agents understand intent, act in your systems and verify the fix. An unverified fix is an unresolved incident.



Governance as Architecture

A four-layer governed stack — AI models, specialist agents, orchestration & policy, and the AI Control Tower.



Live in Weeks, Not Quarters

Pre-built IT use cases, 1,000+ ready agents and 520+ connectors mean configuration instead of development.



Enterprise-Grade by Default

SaaS, on-premises or hybrid deployment. SOC 2 Type 2, ISO 27001, GDPR and HIPAA aligned.

One platform, every back office. The same agentic platform also runs SupportFlo for HR and SupportFlo for F&A.

Fits Your Stack — No Rip-and-Replace

Your ITSM keeps the record. Your monitoring keeps watching. SupportFlo closes the incident.

ITSM & Ticketing

ServiceNow
BMC Helix
ManageEngine
Freshservice • Jira SM

Identity & Access

Active Directory
Azure AD / Entra
Google IAM
AWS IAM

Channels

MS Teams
Voice
WhatsApp
Web Portal • Email

Devices, Cloud & Security

Intune • SCCM
AWS • Azure
CrowdStrike • Zscaler
SCOM & event sources

DAY 0

Connect ITSM, identity, monitoring and comms – read-only.

WEEK 1

Shadow mode on live traffic: SupportFlo proposes, executes nothing.

WEEK 2

Go live on your top request and incident types, safe actions first.

ONGOING

Expand runbook by runbook, category by category, as trust is earned.

“At any time the bot handles 100+ concurrent transactions – effectively like adding 100 helpdesk staff instantly. That’s a game changer given the 25,000 calls we handle each month.

Dale Wells
Director of ITSM & Customer Support,
University of Maryland Medical System

“AutomationEdge reached every corner of our IT estate. We didn’t replace our platforms — we augmented them. 140 bots run 24x7 without an L2 engineer touching routine tickets.

Head of IT Automation
Global IT Services Organisation,
250,000+ employees

Why organizations choose AutomationEdge



AutomationEdge helps employees move from
Process Coordination → Experience Orchestration

Trusted by Global Enterprises

Awards & Recognitions



 High Performer ENTERPRISE G2 Enterprise Grid for RPA – Spring 2026, High Performer	 Major Contender Everest Group PEAK MATRIX for RPA 2025	 Executive Zone Zinnov Zones Intelligent Automation Platforms 2025	 Niche Player Gartner Peer Insights Ranked Highest in Ease of Deployment	 Best Support G2 Grid, Ranked Highest in Quality of Support
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