



The Future of MSPs: Letting AI work harder than you

Powering IT with Action AI™

Splashtop session summary

Technician: Jay Wright Duration: 01:12:00

- John accessed the Start menu and launched Microsoft Edge. He navigated to "Google search," and the browser complied, displaying the Google homepage.
- The user initiated multiple searches in Microsoft Edge, retrieving various pages and examining the results to store relevant information.
- During a search for "keyboard," the user viewed the results, but an anomaly occurred: a legacy window appeared over the search results page.

Suggested solutions

According to the diagnostic, here's are some possible solutions:

- Enable "High Performance" power mode
- Run Windows drivers updates

Execute

Script editor

```
1 # Check for malware/viruses#
2 This script will use Windows Defender to scan the computer for
3 malware/viruses
4
5 Start-MpScan -ScanType (
6 # Run disk cleanup/c
7 This script will run the built-in
8
```

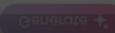
Generate script

Description

Please check for malware or viruses, run a disk clean up, and defragment the hard drive.

Generate

atera.com



Agenda

01

Introduction

02

Action AI™

03

Real Examples

04

Q&A

Who are we

13,000+

Customers

120

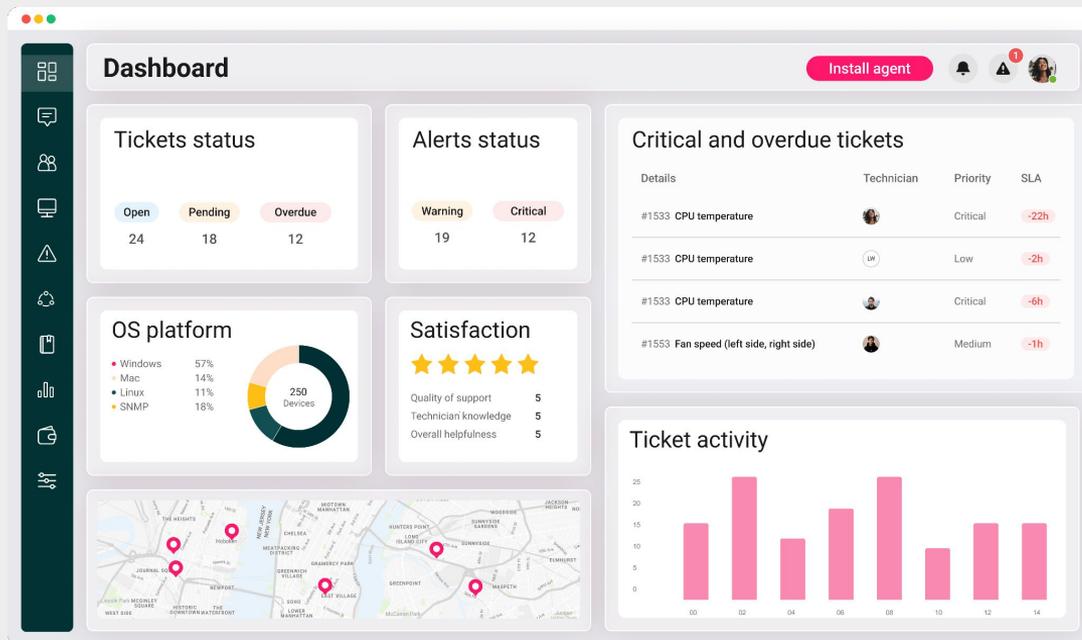
Countries

6 million+

Managed endpoints

385 million+

Monthly IT actions, executed automatically

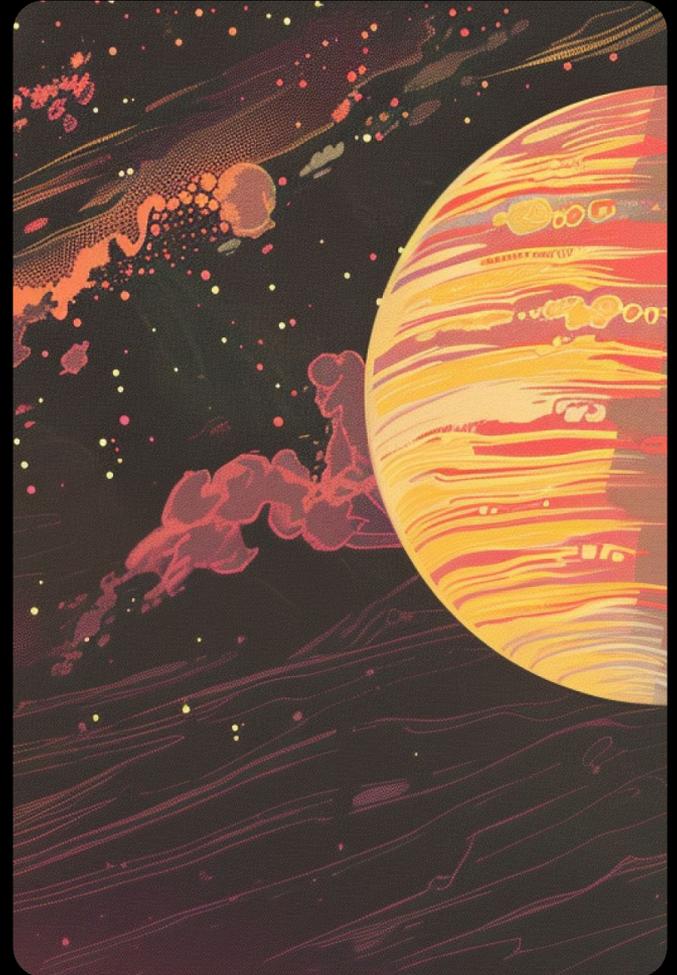


What sets Atera apart?

∞ All-in-one solution (RMM + PSA)

\$ Technician-based pricing (Unlimited devices)

✦ Action AI™



The current state of the IT industry

IT industry benchmarks 2025

Response time

Resolution time

Average

7 hours 4 minutes

82 hours

**Top 20%
percentile**

1 hour

43 hours

**Top 5%
percentile**

16 minutes

17 hours

Top 5 time-consuming requests

26%

Access &
permissions

24%

Email

21%

Hardware

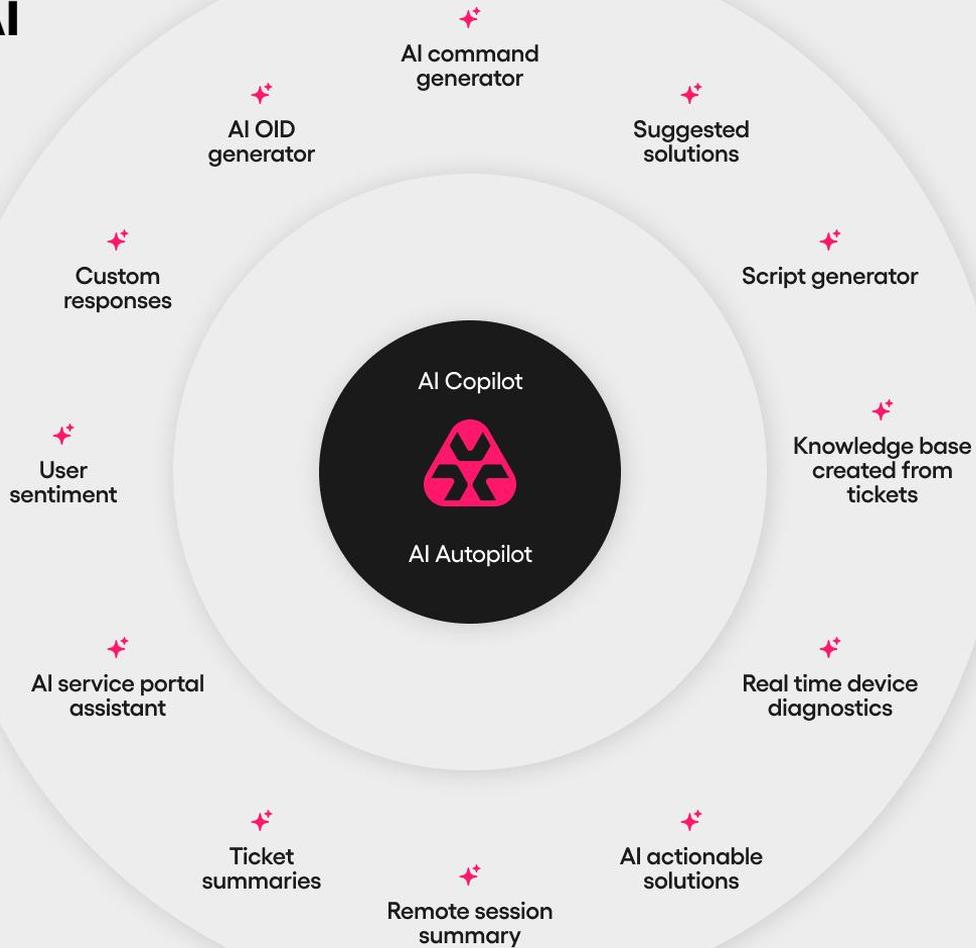
16%

Software

13%

Performance /
Connectivity

Atera's Agentic AI



Copilot – Ticket Resolution

ATERA

- Dashboard
- Tickets
- Customers
- Devices
- Alerts
- Patch Management New
- App Center
- Network Discovery +12
- Knowledge Base
- Reports
- Billing
- Refer a Friend
- AI Center +146
- Admin

New ▼ Search 🔍 ▼

Install agent 🔔 ⚠️ ? AT

Dashboard

🗨️ Enter full screen Edit widgets ▼

Ticket status

176 Open 4 Pending 0 Due today 170 Overdue

Alert status

5 Warning 15 Critical

Availability monitoring

Device type	Online	Offline
Server	9	-
PC	5	-
Mac	1	-
Linux	-	-
SNMP	3	2

Recent alerts

- The CPU Load 35.92% is greater than...**
East Village Dental by Gilad MSP
16 mins ago Crit...
- Page does not contain the specified ...**
East Village Dental by Atera Zoom Website
2 months ago Crit...
- The Memory Usage 72.89% is greater...**
East Village Dental by Melina MSP
2 months ago Crit...
- The Memory Usage 59.95% is greater...**
East Village Dental by Gilad MSP
2 months ago Crit...

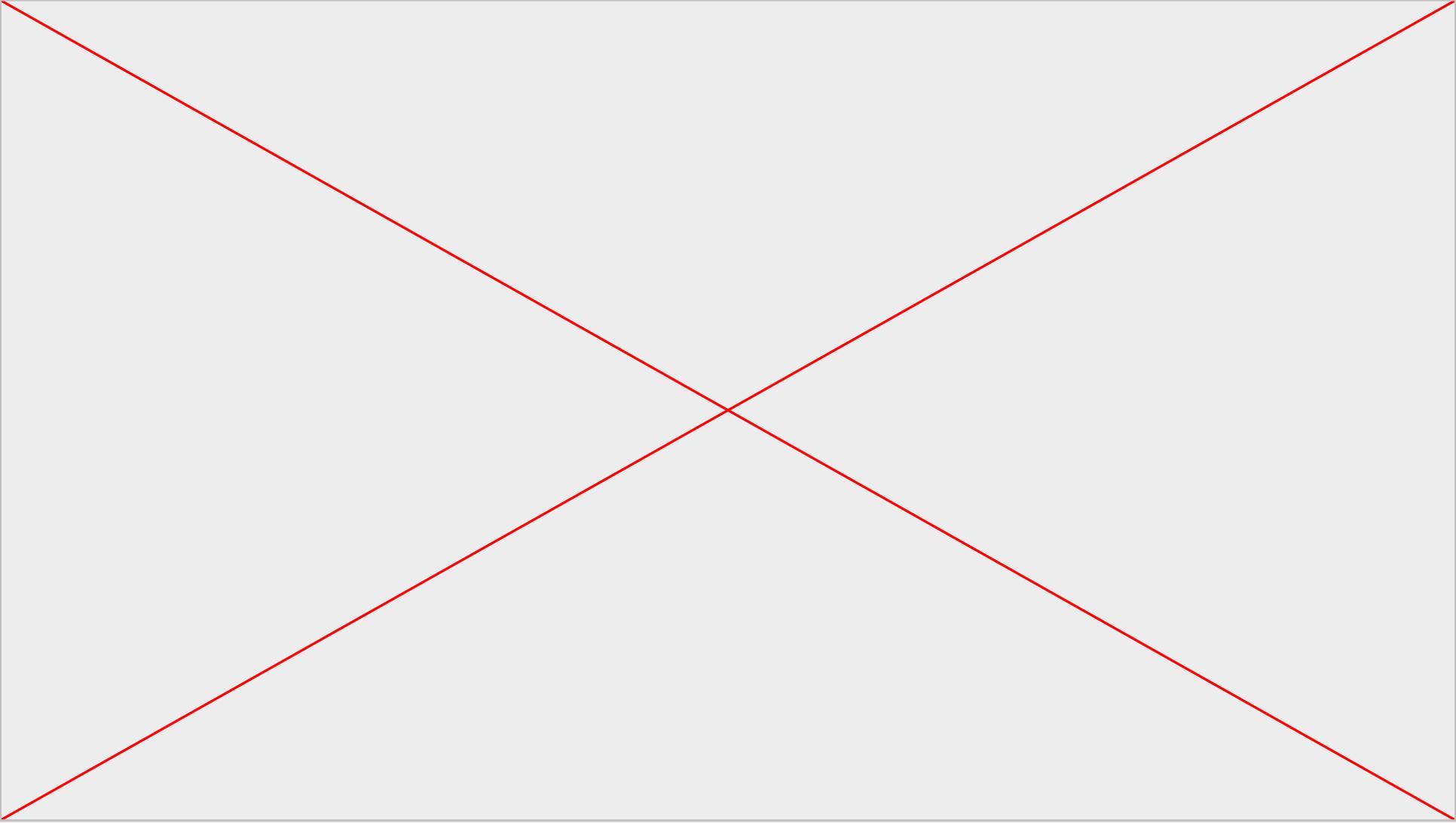
Server alerts

Category	Count
Harrow...	1
Disk Avail...	1
Perfo...	1
Excha...	1
Gener...	0
Netwo...	0
Apps	0
Scrip...	0

Map overview

Average ticket SLA statistics

Script generator



AI Copilot features and benefits ✨

 **Handles your repetitive tasks**

Instant ticket summaries

Auto-generated responses

Knowledge base creation

Auto-rest passwords

 **Brings you closer to the solution**

Real-time device diagnostics

AI-generated actions

Knowledge base connectivity

Remote session summary

 **Enhances your skills**

Script generation

Command line generation

OID generation

Strategize with AI Copilot



**AI Autopilot -
Resolve **over 40%** of
your IT workload
autonomously**

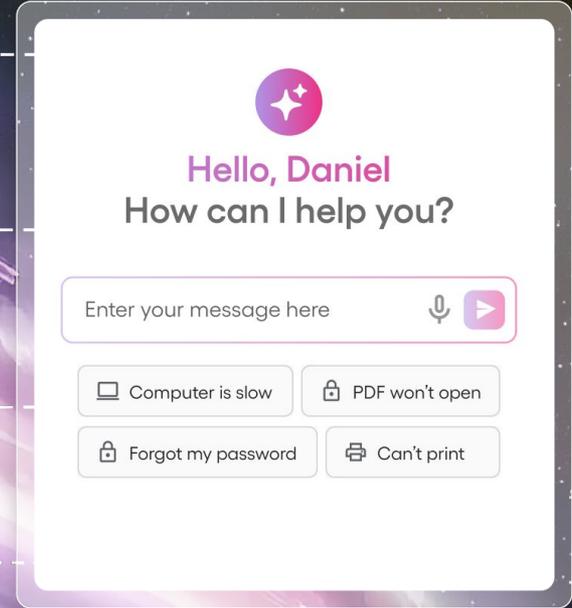
Autopilot, your 24/7 IT technician

IT Autopilot doesn't just respond, it resolves

Context aware, company smart

Anywhere and everywhere

Always learning, proactively resolving







IT Autopilot, for everyone



For end-users

No more waiting for IT support to get back to you. Get instant answers and fix issues on your own, anytime.



For IT teams

Stop wasting team time on soul crushing, repetitive tasks. Focus on the projects that matter.



For the organization

Cut costs without cutting quality. Scale IT support without hiring more and increase satisfaction across the organization.

Some of the 300 actions* and health checks Atera's AI Agents can do...

Cloud operations

System diagnostics

Install software

Search files

Reset password

Analyse event logs

Delete temp files

IT

Set default printer

Restart software

Reset print spooler

Internet Speedtest

Map network drive

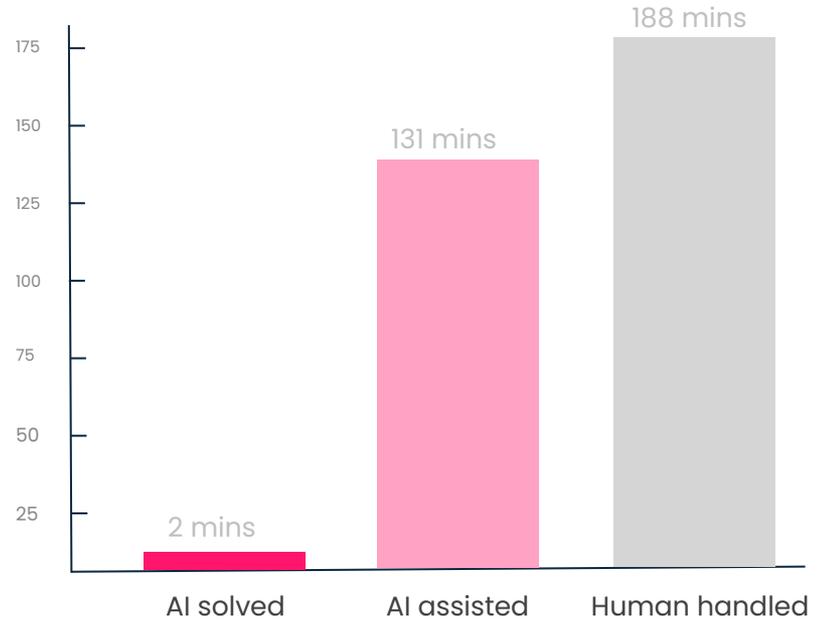
Sync system clock

Renew IP

*Does not include custom scripts and custom actions

Impact of AI on ticket service levels

Median time to resolution (min)



Source: Atera internal Data



Ready to Deploy Atera's Agentic AI Copilot?

SCHEDULE A CONSULTATION - Alont@atera.com

Contact us to see how we can help you move forward quickly.



Atera's Copilot ROI Calculator

Save Time. Save Money. Boost IT Productivity.

Input your information

Select currency

USD

Number of technicians:

1

Avg. hourly rate per technician:

\$ 60

Avg. hourly rate for employees:

\$ 45

of devices under management:

50

Calculate

Results

Based on Atera customer research results, Copilot cuts average ticket handling time by up to 50%. Customers acknowledge saving **2-3 hours a day** per technician; moreover, they report saving **6-8 hours a month** per end-user.

See how much you can save with Copilot:

- Total monthly IT productivity gain (hrs): **56**
- Total monthly IT cost savings: **\$3,366**
- Total monthly employees cost savings: **\$2,352**
- Total yearly savings: **\$67,476**

Thank You!

