

BROCHURE

# Intelligent Enterprise Operations, Powered by Agentic ITSM

Helping enterprises move from ticket-driven operations to autonomous, self-healing IT service management



# From Reactive to Agentic ITSM

Enterprise IT is under pressure to deliver more with less. Flat budgets, rising ticket volumes, and scarce engineering talent have exposed the limits of traditional ITSM.

Agentic AI changes the model. It moves IT from manual ticket handling to intelligent, autonomous operations that can reason, decide, and act across the enterprise.

NuSummit, in partnership with Automation Anywhere's Aisera, helps organizations make this shift by bringing agentic intelligence to existing IT environments, backed by deep expertise in enterprise and financial services.

## Traditional ITSM Challenges

Over **25%** of service desk time is tied to low-priority, repetitive tasks.

**59%** of service of IT requests are account lockouts and password resets.

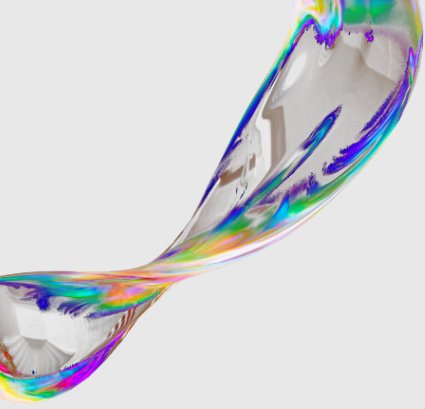
Skilled IT specialists are misallocated to L1 and L2 tasks instead of **complex problem-solving**.

Siloed tools create **fragmented support experiences** across channels.

MTTD and MTTR are **steadily increasing with no relief in sight**.

Traditional AI falling **short of expected ROI** without an agentic layer.

Where traditional automation handles structured, rule-based tasks, Aisera's agentic AI reasons and acts across the full IT ecosystem.



# NuSummit and Aisera by Automation Anywhere

Built on Aisera's award-winning AI agent platform and NuSummit's deep enterprise implementation expertise, our offerings span the full agentic ITSM stack:

## Multi-Agent Orchestration

A layered system of universal, domain, and task agents that collaborate to resolve requests end-to-end, understanding intent, coordinating across IT systems, and executing actions without human intervention at every step.

## Autonomous IT Operations (AIOps)

Proactive anomaly detection, intelligent incident clustering, and automated remediation that turns IT operations into a self-healing ecosystem, integrating with existing monitoring and observability tools.

## Seamless ITSM Integration

Aisera layers over existing ITSM platforms such as ServiceNow, BMC, Ivanti, Jira, and more, without a rip-and-replace. 100+ backend connectors ensure rapid deployment and immediate value realization.

## Agent Assist for Human Agents

AI co-pilot capabilities are embedded in the agent desktop, delivering real-time answers, case summaries, next-best-action recommendations, and knowledge generation to accelerate resolution time.

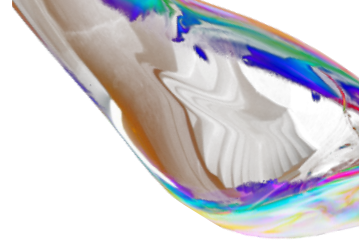
## AI-Powered Self-Service

Employees resolve issues in natural language via the channels they already use, Microsoft Teams, Slack, email, or web chat, without filing a ticket or waiting in a queue.

## AI Governance and Guardrails

Every agentic action operates under strict policy controls, with auditability, traceability, compliance enforcement, and real-time visibility into performance metrics for CIOs and IT leaders.

# Aisera Use Cases in ITSM



## Password Resets and Account Unlocks

Password resets and locked accounts are resolved in seconds through an automated agentic workflow, with no human agent required.

## Access Management and Software Provisioning

An employee requests Figma access in Teams. The AI orchestrator verifies identity, checks policy, and provisions the license in minutes.

## Incident Management

AI agents correlate incident tickets, monitoring data, and telemetry to identify impact and root cause. This reduces MTTR and directs teams to the right fix faster.

## Alert Noise Reduction

AI agents cut alert noise by clustering related incidents across logs, tickets, change requests, and alerts. Teams see recurring patterns, historical cases, and the issues that need attention first.

## Proactive Outage Detection

Aisera AIOps integrates with tools like Splunk, Datadog, and New Relic to correlate alerts, predict outage risk, and recommend remediation steps.

## Agent Assist for Human Agents

For cases that require human support, Aisera Agent Assist provides agents with real-time knowledge, case summaries, next-best actions, and intelligent triage within ServiceNow, Zendesk, or Salesforce. Agents spend less time searching and more time resolving.



# Why NuSummit



## Aisera Implementation Partner

NuSummit brings hands-on experience deploying Aisera's agentic AI platform across enterprise environments, from scoping and configuration to integration, testing, and ongoing governance.



## Deep Enterprise IT Expertise

We understand the operational, compliance, and technology landscape that large IT organizations navigate every day, and design agentic AI solutions that work within those realities.



## End-to-End Ownership

From use-case identification and pilot deployment to full-scale rollout and continuous improvement, NuSummit owns the outcome, not just the implementation.



## Built for Scale

Our engagements don't stop at pilots. We help organizations move from isolated automation wins to enterprise-wide agentic AI that spans ITSM, ITSD, and AIOps.



## 300+ Clients Worldwide

Including Fortune 500 enterprises across financial services, healthcare, manufacturing, and professional services.



## 3,000+ Professionals

With delivery capability across India and global markets, and a track record of measurable impact at scale.



## Business Benefits

NuSummit and Aisera are helping enterprises make this journey by layering agentic capability on top of existing solutions, delivering faster resolutions, lower costs, and a service experience that scales without scaling headcount. Potential business benefits include:

**63%**

reduction in operational costs.

**55%**

improvement in employee productivity.

**84%**

auto-resolution rate, dramatically reducing human agent workload.

**90%**

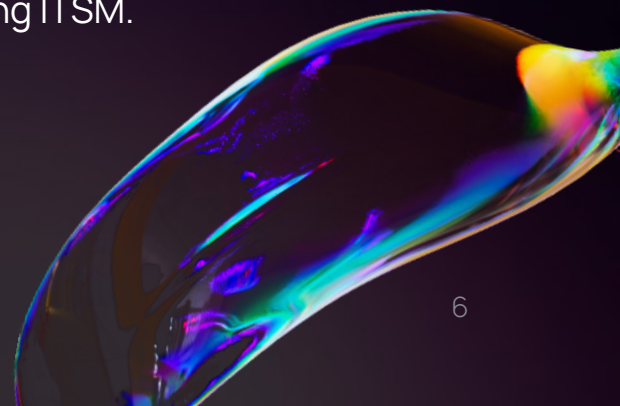
reduction in alert noise through intelligent incident clustering.

**30-50%**

reduction in mean time to resolve (MTTR).

**Seamless**

deployment over existing ITSM.



# About NuSummit

NuSummit is a global technology leader in AI-led digital transformation, specializing in applications, data, analytics, cloud, and cybersecurity. With over 300 clients worldwide, including 22 Fortune 500 companies, NuSummit supports organizations across industries. Our core expertise lies in banking, insurance, and capital markets, where we offer specialized solutions for these sectors.

With over two decades of experience and 3,000+ professionals, we deliver AI-driven, end-to-end solutions that integrate advanced cloud infrastructure and cybersecurity. Certified to top industry standards and backed by a robust partner ecosystem of hyperscalers and niche innovators, NuSummit is a trusted partner for secure, impactful digital innovation.

For more information, write to [connect@nusummit.com](mailto:connect@nusummit.com)

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