IVISION IQ · AI-NATIVE IT OPERATIONS

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

ivision IQ 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.

Continuous discovery	Hybrid coverage	Secure by design
enriched by AI	cloud & on premise	mTLS + SSO

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.

BY THE NUMBERS

operational benchmarks across the IQ platform

10 min	15 min	24×7	99.9 %	1
AI-powered alert correlation	critical incident response	ivision managed operations	platform availability SLA	platform for discovery to response

Human expertise, delivered by ivision. Modern IT operations, powered by AI.

01

Unified discovery

Assets, apps, cloud, M365, vulnerabilities.

02

Operational intelligence

Coverage, lifecycle, risk, cases, alerts.

03

Service-ready workflows

Built for your team and ivision services.

04

AI-assisted action

Ask, correlate, enrich, validate, automate.

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CAPABILITIES · ARCHITECTURE · DELIVERY

Agentic AI on the inside. White-glove ivision Managed Services on the outside.

AI Assistance, Built In

ON CALL 24×7

Ivy Insight

AI ASSISTANT · IVISION IQ

Ivy gives teams instant access to live IQ data: assets, vulnerabilities, incidents, open cases, lifecycle, and service context, backed by ivision's 24×7 managed services team.

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.

Why it matters

WHAT IVY UNLOCKS

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.

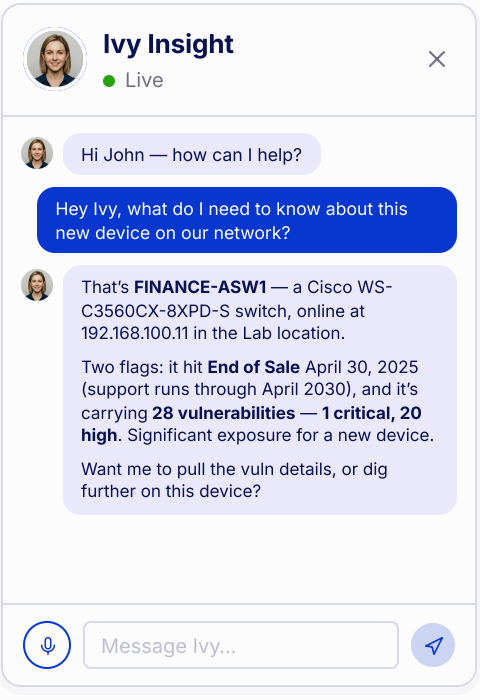
Ivy — THE AGENTIC AI ASSISTANT

Leading models. ivision context. IQ 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	*(automatic)*	Phone-number-to-contact resolution for voice sessions

Ask Ivy

VOICE · TEXT



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

TALK TO AN EXPERT
ivision.com/contact

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