

Out-of-the-box solution

AI-Native ITSM Intelligence

Transform fragmented ITSM data to understand, predict, and improve IT operations

The challenge: Your ticket data is a goldmine. Most enterprises never mine it.

Raw ITSM data is too messy for AI to trust. Traditional reporting shows what happened. It rarely explains why it happened, what will happen next, or where the biggest opportunities to improve lie.

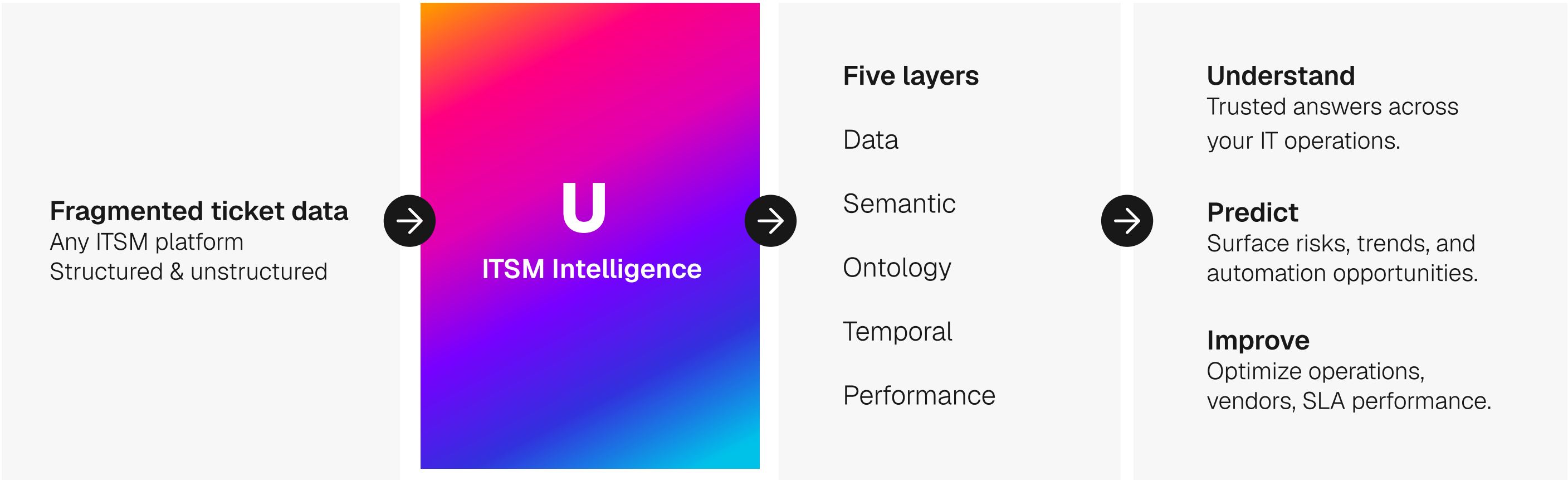
Today's reality

- Service agents miscategorize tickets, leading to unreliable KPIs and reporting.
- Hidden vendor and SLA issues remain buried in day-to-day operations.
- Manual assessments are expensive, slow, and outdated by the time they're delivered.

The solution: From reactive to proactive IT operations

Unframe ITSM reads every field — descriptions, work notes, resolution notes, reassignments — and rebuilds it into a structured intelligence graph: a live digital twin of your IT operations. KPIs are recomputed from raw data as one trusted source of truth, and the ITSM Advisor answers anything in natural language — deterministically, without replacing your ITSM platform or disrupting a single workflow.

Workflow



Outcomes

20–40%

MTTR reduction with faster incident resolution

80%+

SLA compliance with proactive service management

15–30%

Annual cost savings through operational efficiency

What Unframe ITSM delivers

Live digital twin

Reads every field — descriptions, work notes, resolution notes, reassignments — and reconstructs the full ticket lifecycle: handoffs, idle time, and skill gaps.

Deterministic advisor

Ask anything in natural language and get the same answer every time. No hallucinations — one trusted source of truth, recomputed from raw data.

Vendor & SIAM audit

Purpose-built tooling to audit vendor performance — surfacing priority-field gaming and SLA erosion that were invisible before.

Why enterprises deploy Unframe ITSM

No rip-and-replace: Deploy on top of your existing ITSM platform with no workflow disruption.

Future-proof your AI investment: Start with ITSM. Scale every future AI initiative on the same enterprise platform.

Deterministic by design: Built on a structured intelligence graph, not raw ticket text — making recommendations explainable and repeatable.

Find hidden operational issues: Detect ticket miscategorization, vendor priority-field gaming, and SLA erosion that manual reporting never sees.

Success story

Advantage Solutions

300,000+ tickets analyzed across 194 support groups — \$8.75M in recoverable value identified in a single engagement.

109K incidents
150K requests
87K tasks

Full report in
under two hours

43.6%
of "incidents" miscategorized

38%
flagged as automation
candidates

Get started

Provide read-only API access to your ITSM platform.
That's all we need to securely deploy your ITSM Intelligence solution.

About Unframe

Unframe is the Applied AI Lab dedicated to closing the gap between AI capabilities and your business outcomes. We meet organizations where they are: end-to-end managed delivery, dedicated expertise for teams that self-build or strategic advisory. All on a proven platform built for speed, governance and enterprise scale. Unframe solutions run in the customer’s preferred environment, integrating with existing AI programs and core systems.

Unframe is headquartered in Cupertino, California, with a global presence in Tel Aviv and Berlin.