



Your AI-native command center for IT operations

The Problem

IT teams are buried in a maze of tools. Monitoring systems, ticketing platforms, logs, and documentation all operate in silos, making it hard to see the full picture. This fragmentation leads to constant context-switching, missed signals, and delays in resolving even simple issues. Alert storms overwhelm dashboards, while teams spend hours chasing down root causes. The result is more downtime, overworked staff, and a growing gap between detection and resolution.

Unframe's New Approach – Meet Synergy

Synergy is designed to address the complexities of today's enterprise IT environments. It acts as an always-on assistant for IT operations, providing:

- **Integrated Signal Correlation:** Synergy correlates data across tools like Splunk, New Relic, Jira, ServiceNow, and Confluence, transforming alert floods into actionable insights.
- **Smart Incident Workflows:** Recommends next best actions, such as creating Jira tickets, reopening incidents, or triggering runbooks. AI-driven decisions streamline the transition from detection to action, reducing delays and guesswork.
- **Proactive Monitoring:** Detects risks before traditional alerts trigger, flags error spikes, unassigned priorities, and missed escalations, and recognizes recurring patterns for faster future responses.
- **Root Cause Analysis:** Understands incidents end-to-end across time, tools, and teams by connecting related logs, metrics, tickets, and post-mortems, and generates root cause summaries in natural language.
- **Unified Reporting with AI:** Provides a real-time view of operational health across tools, highlighting KPIs like MTTR trends, incident recurrence, and monitoring coverage, all in one dashboard.

Customer Story

A Fortune 500 insurance company relied on a patchwork of monitoring and ticketing tools that left teams reacting slowly to incidents and lacking visibility. By adopting Synergy, they unified their IT signals and automated key workflows, cutting resolution times from hours to minutes. The result was fewer escalations, faster recovery, and a more proactive approach to managing operations.

