thread

AUTOMAGICALLY

# Automation *without an automation team.*

Thread's AI agent that understands and resolves service requests in real time.

## THE PROBLEM

### Solved it a hundred times? *Stop solving it by hand.*

**Growth outpaces capacity**
More clients, more tickets, thinner margins.

**The same work, again**
The fastest-growing work is work you've already solved.

**Uneven skill sets**
New techs must remember every step.

**After-hours requests**
They wait for morning, or wake your on-call tech.

**Inconsistent delivery**
Quality depends on who is on shift.

## HOW IT WORKS

### Describe it. It builds it. *It runs.*

**1 Describe**
A technician asks in plain language, in the ticket: "Offboard a departing user across M365, Intune and the RMM."
**Plain language, in the ticket.**

**2 It builds**
The agent writes, validates and versions the runbook, then shows you exactly what it will do.
**Minutes, not afternoons.**

**3 It runs**
Executes across one tenant or every tenant, with approval gates wherever you want them.
**Seconds, every time after.**

## PROOF: EIGHT WEEKS AT WHEELHOUSE IT

### 15% of every ticket that hits the service desk, *not 15% of one category.*

**36x**
faster: 21 employees offboarded in 5 minutes vs. 3 hours by hand

**45%**
of everything the desk runs, from 24 long-tail automations

**90%**
of their M365 use cases covered

**0**
automation engineers hired, with 25 technicians authoring

## CONTROL

### Autonomy, with *a hand on the brake.*

- **Draft until published.** Nothing reaches production until a human approves.
- **Guardrails.** Blast-radius limits enforced at execution.
- **No model training.** Client data never trains a model.
- **Approval gates.** You choose what runs unattended.
- **Per-client identity.** No shared credentials, no standing admin.
- **Full audit trail.** Every run logged to its ticket, and reversible.

## TIME TO VALUE

### Fifteen minutes for one. *One week for everyone.*

**15 min**
from request to running automation, one tech, one sitting

**Week one**
onboarding, training and first runs in live client environments

**No implementation project. No professional services.** Works with Microsoft 365 and NinjaOne.

## See it run on *your own tickets.*

Book a demo