AGIO

MOVING
Forward

How predictive intelligence & human brilliance are **shifting the managed services paradigm**

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THE AGIO QUEST BECOMES REALITY

Your firm's success is increasingly inseparable from — and enabled by — the investments you make in technology. And as technology advances, you need access to more innovative approaches that ensure your business runs smoothly and safely.

Challenging trends that demand a new approach to IT delivery and support

- Systems are becoming more complex and integrated.

- The move to the cloud requires new skill sets for system architecture and maintenance.

- Remote work has changed end-user requirements for hardware and access.

- Computing is more distributed. As attack surfaces expand, threats are harder to detect.

- End users have higher expectations for ease-of-service and the ability to self-service.

- Data is proliferating. It's getting harder for the unassisted human mind to separate signals from the noise.

In our relentless quest to deliver better technology and cybersecurity services, Agio is implementing a vision for turning the old managed service provider (MSP) model on its head. We believe service value should be measured by our ability to predict and prevent problems before they happen, not by how many problems we fix. Your technology should just work. And when an issue does arise, it should be resolved with little to no interruption to your business or your people.

So, we've invested in moving the MSP model forward.

Moving the MSP model forward

A problem isn't a problem if it's solved before it happens.

So many MSPs rely on an outdated and reactive break/fix approach to IT management. By using proactive monitoring and predictive intelligence, we're able to prevent or preempt issues before they impact your environment. No one should have to pay more when they have more problems.

Better service starts with combining human brilliance and predictive intelligence.

The AI-human partnership is flourishing in ways we couldn't have envisioned a few short years ago. The investments we are making to innovate and revolutionize the MSP model serve one goal: Create more capacity for our team so they can deliver more value to yours.

And to be clear, we're not just using AI for speed.

Sure, if an issue arises, we're able to resolve it more quickly, and the data backs that up. Our primary goal, however, is to use AI to assess large datasets and identify the patterns most predictive of future problems. Then we can prevent issues before they happen. What does that mean for you? You get an experience with less friction, and your team gets an experience of pure system availability.

Let's see what moving forward looks like.

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LOOKING AT THE AGIO DIFFERENCE

CUSTOMER EXPERIENCE SCORE IS THE NEW NPS

Here's why you should care

There are a few traditional ways to evaluate the quality of a client experience in getting a case resolved. The time it takes to resolve a case gives some indication, but it's still a relative measure — some cases naturally take longer to resolve than others.

The other common approach is to send net promoter score (NPS) surveys to ask the client how we did. The long-known drawback with these surveys is that not many clients complete them, so we're left scrambling to decide what's a good "representative sample" of our clients' feedback on service quality. The typical customer response rate ranges from **15%** to **30%**, and those who do respond generally give very high or very low ratings. The middle majority of the typical customer base is silent, sending no signals of service quality or satisfaction at all.

Customer Sentiment Capture with Traditional NPS Model
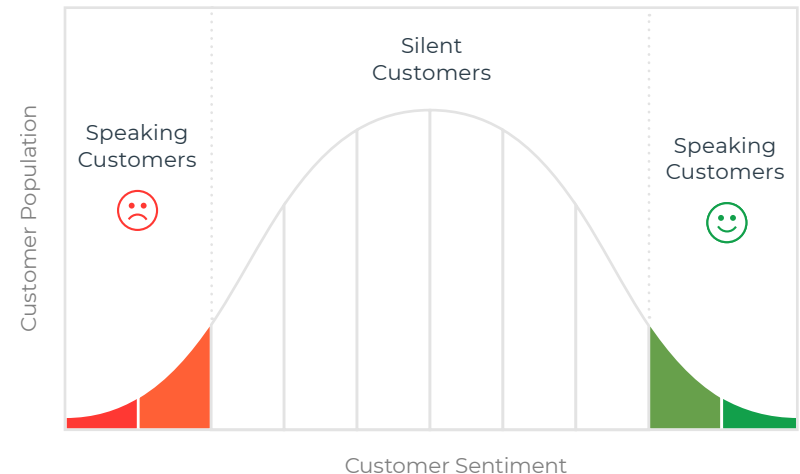
The traditional NPS model greatly limits the quality and quantity of insights that companies can capture about client satisfaction.

> **You should want a complex mind (human brilliance) tackling complex problems and a simple mind (predictive intelligence) managing simple ones."**

Jean McCabe
Chief Innovation Officer
Agio

Our goal is to uncover the complete client experience across 100% of the client base. We believe the best way to improve service every single day is to understand the quality of every service interaction, case by case. The results allow us to find opportunities for improving your service experience by recognizing and doubling down on the great experiences we're delivering, as well as identifying, scrutinizing, and improving experiences that don't meet expectations.

To do this, we developed the Customer Experience Score (CES).

Customer Sentiment Capture with Agio CES

Real-Time Case Insight for All Customers

Customer Population

Customer Sentiment
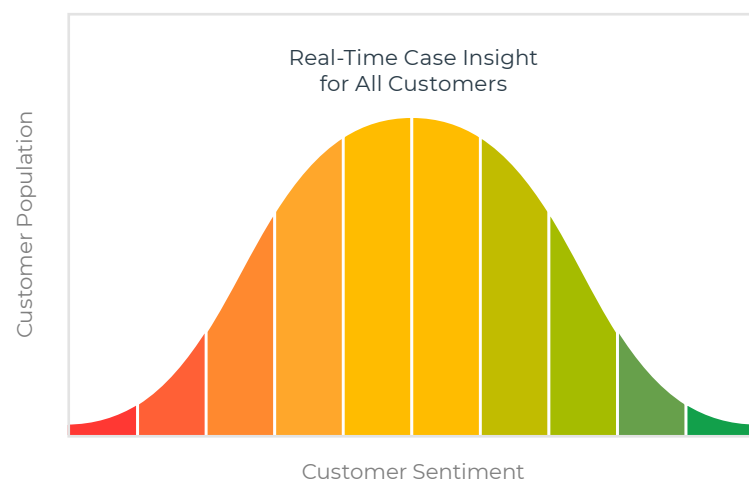
The Agio CES captures sentiment for all customers, not just those who take a survey. As a result, your service improvements come faster and continuously.

Customer Experience Score leverages **natural language processing (NLP)** and AI to capture information on service quality and customer satisfaction during *every* transaction.

These comprehensive inputs are used to calculate the quality of each client experience:

- Case sentiment
- Case upgraded to urgent
- Missed call from customer
- Critical SLA breached
- Time to resolution vs. benchmark
- Average daily response time
- Longest time to respond
- Consecutive messages from customer
- Case reopened
- Noncritical SLA breached
- Reassignment count
- Average messages sent per day
- Missed follow-ups
- Unread and unresponded-to emails

Traditional NPS surveys, which most people ignore, will look like blunt instruments for measuring service quality in the years ahead. Using the power of AI, we have transformed the feedback mechanisms of the traditional MSP model to improve quality and remove friction.
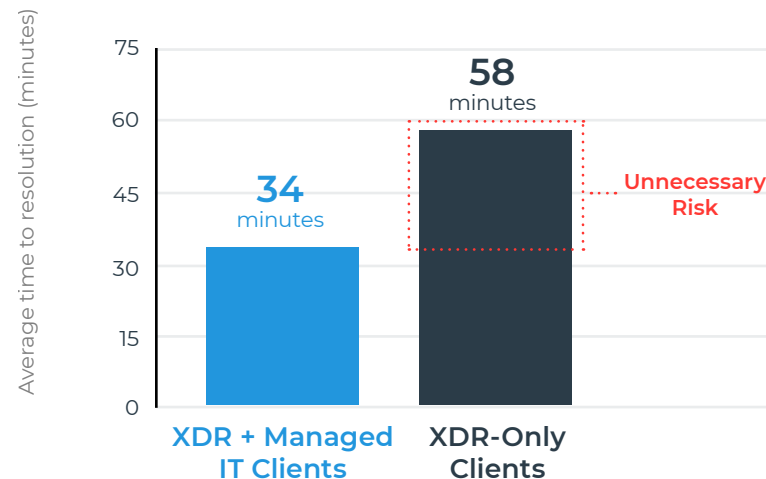
MANAGED IT + XDR
The agility you need to defend your systems

Mitigating cybersecurity risk depends on threat prediction, incident prevention, and quick response times. But when two separate service providers support managed IT and cybersecurity threat monitoring, the lack of visibility and delays in coordinating communication and action can impact client outcomes significantly.

When bundled together, our IT management and Extended Detection & Response (XDR) services enable us to be more responsive and agile when a vulnerability is identified within a client environment. Viewing XDR as an integral part of your managed IT service means you're able to greatly reduce your risk of a vulnerability escalating into an incident.

Clients who receive XDR and managed IT services from Agio have more secure systems because we can identify and act on vulnerabilities quicker. It's that simple. And both services leverage AI and predictive intelligence to deliver more secure, reliable, and resilient information systems to your team.

Average Time to Resolve Low-Level Risks

Average time to resolution (minutes)

- **34** minutes — XDR + Managed IT Clients
- **58** minutes — XDR-Only Clients
- Unnecessary Risk

Clients who bundle managed IT and XDR services with us enjoy 40% faster response times, on average, to resolve low-level risks, meaning small problems don't get a chance to become big problems.

> **When it comes to detection and response, time is of the essence. It only takes seconds for attackers to enter a system, and the time it takes to steal what they need can be measured in hours."**

Patti Hallock
Director of XDR Operations
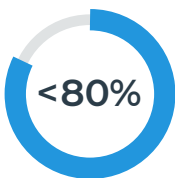Agio

A tale of two vulnerabilities

When Agio handled XDR and another provider handle managed IT

The Agio XDR team received a vulnerability alert about a misconfigured server and notified the client, who then put us in touch with a third-party vendor. That process introduced a number of steps to tell them who we were, what we saw, and what we needed them to do to remediate the vulnerability. While all of this communication was taking place, the problem escalated, and the IT vendor was unable to isolate the bad actor. This issue resulted in a ransomware attack six days later.

When Agio handled both managed IT and XDR

The Agio XDR team was alerted to the vulnerability and the source. We flagged it to our delivery team, which was able to go in immediately, access the vulnerability, and remediate the issue. Two hours later, the problem was resolved, we notified the client, and no further action was required.

The story of these two vulnerabilities repeats across our entire client base.
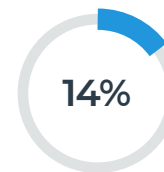
<80% In cases where Agio manages IT and XDR, clients are **80% less** likely to have a vulnerability escalate to an incident than those for whom we only manage the XDR service.

AGIO
Shield

Better protection for your team, 24x7x365

For years, phishing has been cybersecurity's biggest threat. **It still is.**

14%   Phishing activity accounted for **14%** of all attacks last year, according to ISACA.

To protect your team better — and to detect malicious domains before they reach your people — our engineers have developed Agio Shield, which acts as a force field around your environment to intercept malicious links before they can do harm. Our proprietary AI then categorizes the risk those domains pose across all our client organizations.

That means you're protected from the malicious links we've intercepted and categorized across our entire client base, not just those targeting your firm.

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│ New domain   │   │ Agio         │   │ Machine      │
│ alert sent   │──▶│ correlates   │──▶│ learning     │
│ to AgioNow   │   │ alerts and   │   │ (ML) model   │
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│              │   │ incident     │   │ incident     │
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Set incident priority

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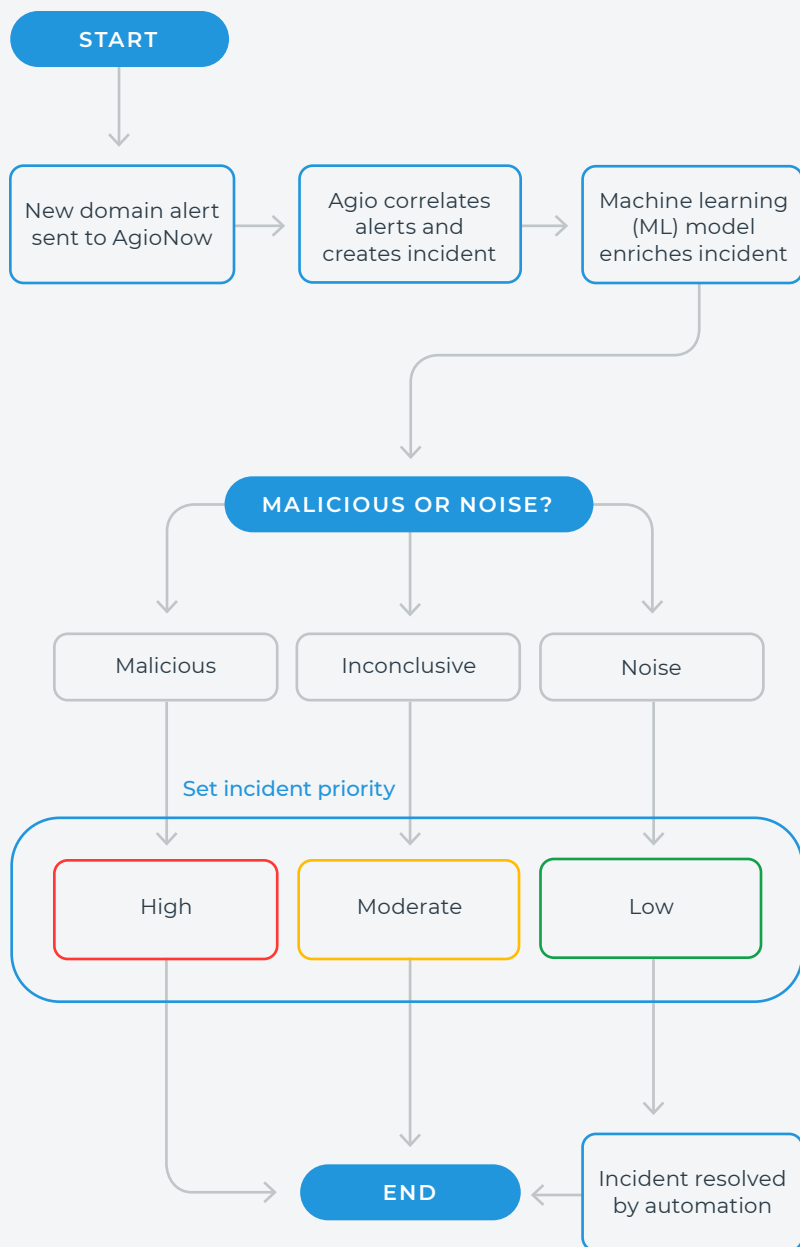
This flowchart shows how a recently registered domain is assessed and categorized as a potential source of malicious activity.

As a result, XDR agents can immediately focus on protecting you from new domains that have been flagged as malicious, rather than sorting through "noisy" alerts that pose no threat. Agio Shield removes so much noise around monitoring for malicious domains that we've reclaimed 38 days of additional agent time each month, which our team can spend focusing on bigger threats to your security.

What does this mean for our XDR clients? It means that with Agio Shield, you can rest easy knowing that we've got you covered, protecting your employees and your organization from the onslaught of bad actors seeking to compromise your data security.

38 DAYS

That's how much time Agio Shield saves our XDR agents every month. **That's 38 days of additional time we have to focus on your firm's security.**

PREDICTIVE INTELLIGENCE

The key to transforming tech support into system availability

The further we advance toward our vision for proactive prevention, speed to resolution, and the AI-human partnership, the more our clients are seeing the benefits.

As we've invested in proactive issue prevention, we've seen a drop in the number of issues our clients experience, which enables us to spend even more time being proactive rather than reactive. That's what transforming the technology support model looks like.

And when an issue does emerge, we're achieving faster Mean Time To Resolve (MTTR) and conducting rigorous root cause analysis so the same issue won't happen again.

We believe these gains are significant, because less friction from your technology means you have more time to focus on the high-value work of your business.
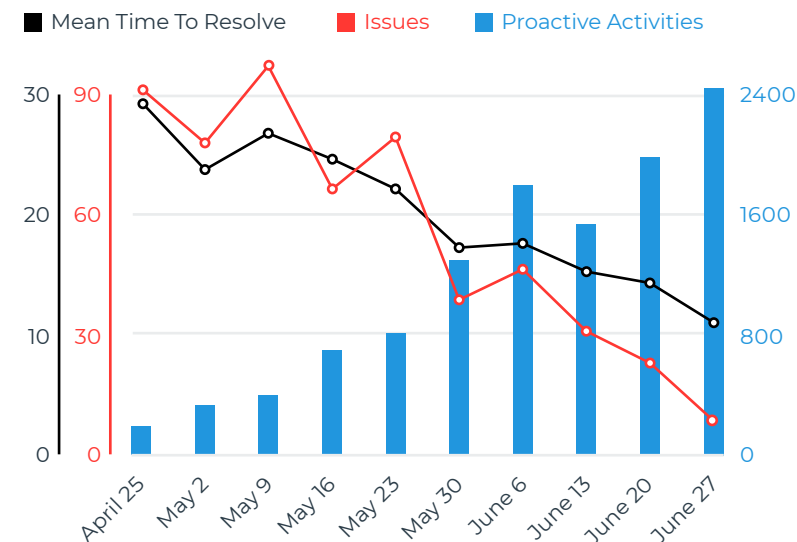
We reduce your issues and resolve your cases faster due to superior configuration management, automation, and proactive activities.

"

The fewer issues that occur, the less time our clients and their employees spend with IT, which is a huge priority among the firms we serve."

**David Costa**
Chief Operating Officer
Agio

THE AGIONOW PORTAL

Your service, evolved

AgioNow is a client portal with self-service features that allow you to open a case, add a service, and check on open tickets and system alerts in real time. AgioNow delivers all your technology insights and intelligence from a single location.

To learn more about AgioNow or request a demo, start a live conversation with one of our specialists on agio.com.
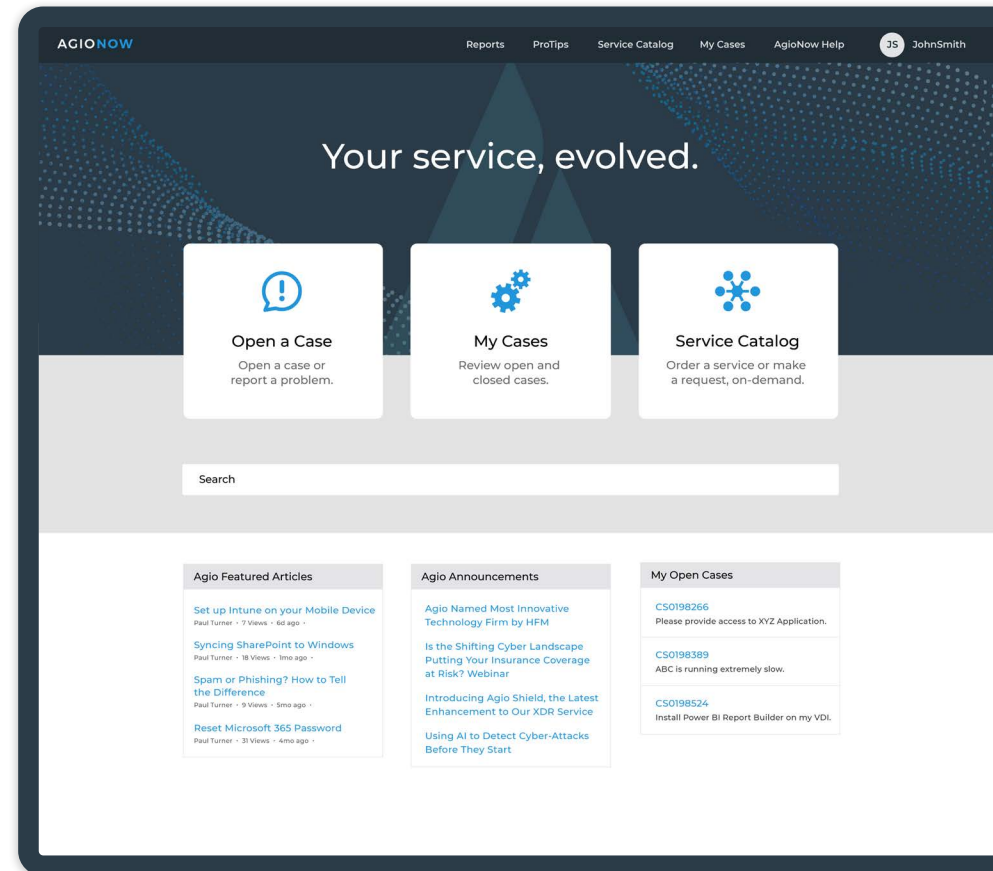
LOOKING AHEAD: WHERE WE'RE TAKING YOU NEXT

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Ultimately, our goal is to deliver system availability and compute resources as a service. By scaling our model and pairing human brilliance with predictive intelligence, we'll continue to predict and preempt larger and more complex issues before they affect your business operations.

For example:

- If a server is showing signs that it is overloaded or becoming outdated, we will be able to detect those signals and act to replace the hardware before it goes down.

- If a person's device is becoming unstable or vulnerable, we will be able to identify it early and fix it before that person is stranded with a dead device.

- If a firm needs to spin up additional compute power through the portal, they will be able to, and have it come online fully configured, networked, and protected — all on demand.

And that is what moving forward looks like.

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In other words, your technology is secure, and it just works. Agents are proactive, fixing problems before they arise. And when fewer things break down, there's less time lost with IT support and more time to focus on your business.

All this means you can rest easy, knowing we have you covered. After all, a problem isn't a problem if it's solved before it happens.

CONTACT US TODAY

Agio is a hybrid cybersecurity and managed IT organization, equipping financial and healthcare services enterprises with next-generation cyber protection and technology support. Agio is headquartered in New York, NY, with additional offices around the world.

For more information, please visit agio.com.

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