

Nexon Scales Managed Services with Edwin AI

67% Fewer Incidents, 91% Less Noise

Edwin AI—the AI agent for ITOps—transforms leading MSP Nexon Asia Pacific’s IT operations by freeing its teams to focus on clients, not alerts.



INDUSTRY

Managed IT Services

PRODUCTS

Edwin AI

CHALLENGES

- + High alert volume
- + Opportunities for improving incident resolution efficiency
- + Operational complexity

KEY OUTCOMES



91% reduction in alert noise, enabling faster root cause analysis.



67% fewer ServiceNow incidents, reducing ticket volume and improving efficiency



Improved multi-tenant management, allowing Nexon to scale operations while maintaining service quality

Nexon: Enhancing Customer Service and Incident Response Management with AI Operations and Automation

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and Managed Services partner, serving mid-market, enterprise, and government organizations across Australia. With a strong presence in the region, Nexon works with clients as an extension of their team, offering unparalleled expertise and resources.

Joshua Powell, Managed Services Lead at Nexon, said:

 *“At the heart of our service is our commitment to being readily available to assist clients with their IT issues. Given our large and diverse customer base, we needed a solution to scale our services and support our clients. We needed a way to filter out the unnecessary noise and focus on what truly matters—delivering high-quality service to our customers.”*

CHALLENGE: SCALING OPERATIONS WHILE CONTROLLING ALERT OVERLOAD

As Nexon scaled its operations across Australia, its engineers were overwhelmed by more than 10,000 alerts per day. These alerts often represented redundant signals across systems, creating manual triage work and bloating incident queues in ServiceNow. This complexity slowed response times, increased ticket volumes, and strained Nexon's ability to maintain high service standards.

THE SOLUTION: EDWIN AI FOR INTELLIGENT INCIDENT TRIAGE AND MULTI-TENANT OPTIMIZATION

With that challenge firmly in mind, Nexon's team chose Edwin AI to power the next phase of its AIOps strategy. Built to integrate seamlessly with LogicMonitor's Envision platform, Edwin AI stood out for its abilities to:

1. Reduce alert noise to minimize distractions for engineers.
2. Correlate related incidents to prevent redundant ServiceNow tickets.
3. Enhance multi-tenant management for more efficient scaling.

Edwin AI also stood out as the first AI agent built specifically for ITOps, offering the intelligence and automation capabilities Nexon needed to optimize service delivery now and in the future.

THE IMMEDIATE IMPACT OF EDWIN AI

Nexon officially deployed Edwin AI in October 2024. Within the first month, results were immediate and measurable:

91% REDUCTION IN ALERT NOISE

67% FEWER SERVICENOW INCIDENTS

With Edwin AI, Nexon's engineers were no longer stuck in reactive mode. Instead, they could focus on proactive service delivery, improving response times, reliability, and scalability.

“For any MSP looking to scale their IT operations while maintaining service quality, LogicMonitor's AI agent for ITOps is a game-changing solution that delivers real, measurable results. Its intelligent alert correlation and generative AI capabilities have dramatically reduced alert noise in our environment by over 90%, and decreased incidents by 67%, translating to improved service delivery and client satisfaction.”

Joshua Powell, *Managed Services Lead, Nexon*

KEY BENEFITS OF EDWIN AI FOR NEXON



AI triage > Groups related alerts into a single incident.



Frictionless integration > Extends Nexon's existing hybrid observability platform.



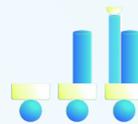
Actionable insights > Identifies high-volume alerts and inefficiencies for better monitoring.



Reduced engineer workload > Reduces manual triage, allowing engineers to focus on proactive solutions.



Multi-tenant optimization > Enhances alert management across Nexon's diverse customer base.



Scales with growth > Supports Nexon's growth without increasing operational overhead.

FROM ALERT OVERLOAD TO OPERATIONAL FOCUS

With Edwin AI, Nexon has seen a dramatic shift in how incidents are managed—escalating fewer, more relevant issues into ServiceNow and freeing engineers to focus on higher-impact work.

“Edwin AI is helping us break free from our reactive loop,” said Joshua Powell, Managed Services Lead at Nexon.

“Instead of constantly managing alerts, our team will be able to focus on optimizing our monitoring strategy and improving service delivery.”

So what is Edwin AI doing to make this impact possible? It applies a multi-layered approach to eliminate noise and simplify incident response:

- + **Alert correlation:** Edwin AI identifies related alerts across systems and consolidates them into a single, unified ServiceNow ticket—preventing alert sprawl and duplication.
- + **Noise filtering:** Redundant and low-priority alerts are filtered before they reach human teams, keeping attention on the signals that matter.

- + **Root cause identification:** By analyzing patterns and historical context, Edwin AI pinpoints the likely root cause—accelerating triage and reducing manual investigation.
- + **Smarter triage:** Engineers are presented with clear, actionable insights, helping them prioritize quickly and respond with confidence.

“With 67% fewer incidents in ServiceNow, we can focus on what actually matters—delivering a better experience for our customers.”

Joshua Powell, Managed Services Lead, Nexon





SCALING MULTI-TENANT MANAGEMENT

With fewer, more meaningful incidents reaching ServiceNow and engineers focused on what matters, Nexon gained something even more valuable: the ability to scale faster and more efficiently.

By streamlining alert correlation, triage, and root cause analysis, Edwin AI unlocked operational capacity. That freed Nexon to onboard and support more tenants without adding complexity or compromising service levels.

“Scaling with Edwin AI wasn’t just about reducing alerts—it was about efficiently onboarding and supporting more customers,” said Powell.

What’s next?

The AI evolution of managed services

This is just the beginning of Edwin AI at Nexon. Nexon is actively exploring automation and AI-driven orchestration to further optimize its IT operations.

The next phase of Edwin AI adoption will focus on:

- + Building a deeper ServiceNow integration to improve automated ticket categorization and continue to reduce onboarding time.
- + Expanding topology-based alert correlation to prevent outages before they occur.
- + Exploring AI-driven automation for runbooks and remediation workflows, enabling engineers to resolve issues faster



Our goal is not just to manage IT operations efficiently but to anticipate issues before they arise and provide our customers with fast, efficient and reliable support. Edwin AI is a key partner in making that vision a reality.”

Joshua Powell, *Managed Services Lead, Nexon*

By aligning AI capabilities with its long-term strategy, Nexon is setting a new standard for scalable, AI-driven managed services. With Edwin AI as a core component of its intelligent services ecosystem, Nexon has successfully transformed its IT operations—reducing incidents, improving efficiency, and enabling engineers to focus on innovation instead of manual intervention.

Why this matters for MSPs

Nexon’s experience shows that hybrid observability powered by AI is essential for MSPs managing large-scale, multi-tenant environments. Agentic AIOps helps IT teams manage complexity at scale by minimizing alert noise, automating triage, and driving faster incident resolution—all without increasing overhead.

In the end, AI isn’t just hype—it’s how you stay ahead.

ABOUT NEXON

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, enterprise, and government organizations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud, and digital solutions. As a certified and accredited local and state government provide, CREST- and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative and integrated solutions. Culturally driven to deliver the highest standards of responsiveness, competency, and transparency, our integrated solutions and close client relationships help propel organisations forward. For expertise delivered with care, clients can look to the future with Nexon.

ABOUT LOGICMONITOR

LogicMonitor® offers hybrid observability powered by AI. The company’s SaaS-based platform, LM Envision, enables observability across on-prem and multi-cloud environments. LM helps IT and business teams gain operational visibility and predictability across their technologies and applications to focus less on troubleshooting and more on delivering extraordinary employee and customer experiences. For more information, visit www.logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.



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