

LogicMonitor + Edwin AI

The AI-First Platform for Autonomous IT



LogicMonitor is the AI-first platform for Autonomous IT, designed to deliver clarity, speed, and intelligence across complex enterprise IT environments. Built for scale and powered by agentic AI, LogicMonitor unifies infrastructure, cloud, application, and network monitoring into a single platform to help organizations resolve incidents faster, get better resource visibility, and deliver enterprise impact.

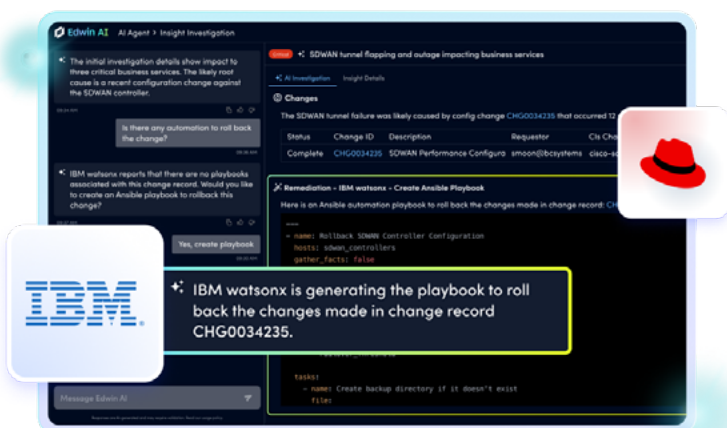
By integrating observability with automation and intelligence, LogicMonitor empowers IT and CloudOps teams to align technology performance with business outcomes.

Edwin AI enables ITOps teams to shift from reactive firefighting to proactive incident resolution. It correlates alerts, identifies root causes, and initiates remediation without escalation chains.

Edwin AI: Closed-loop Automation for ITOps

Self-healing Infrastructure Across Your Automation Ecosystem

Through LogicMonitor's partnership with IBM watsonx and automation ecosystem, Edwin AI now links diagnosis with execution, enabling governed closed-loop remediation across the full incident lifecycle.



Platform Benefits

Clarity Across Hybrid IT

- Gain end-to-end visibility across modern data center infrastructure: spanning on-premises, hybrid and multicloud environments, AI workloads, and SaaS applications.
- Understand the full business impact of performance issues with contextualized insights and correlated metrics.

AI-First Operations

- Embrace agentic AIOps for anomaly detection, predictive insights, and accelerated root cause analysis.
- Eliminate alert fatigue and focus on meaningful issues with AI-driven event intelligence, dynamic thresholds, and early warning detection.

ITOps & CloudOps Transparency

- Improve resource transparency with a single source of truth across infrastructure, applications, and services.
- Enable faster triage, collaboration, and decision-making through shared context and intuitive dashboards.

Operational Efficiency at Scale

- Reduce tool sprawl by consolidating disconnected monitoring into one unified platform.
- Streamline implementation through simplified licensing, 3,000+ out-of-the-box integrations, and automated insights.

"We're partnering with LogicMonitor to create an automated self-healing environment. Dynamically generating playbooks and pinpointing the most effective actions for every scenario, we can ensure change control and empower frontline teams to deliver outstanding customer experiences."



Saba Maroun, Chief Customer Services Officer, Nexon Asia Pacific

How it works:

1. Detect & Diagnose in Context

Edwin AI unifies metrics, logs, topology, ITSM, and knowledge sources to correlate alerts, filter out noise, identify the blast radius, and determine root cause and business impact.

2. Discover & Reuse Playbooks

Before generating new content, Edwin AI detects and surfaces proven remediation workflows across Ansible, Terraform, Rundeck, and other systems, along with relevant institutional knowledge that are suitable for the particular incident automatically.

3. Generate New Remediation Workflows

If no workflows exist, Edwin AI leverages IBM watsonx LLMs to generate a high fidelity remediation workflow automatically that is aligned to your environment and policies instantly, based on the context that Edwin AI has already analyzed.

4. Execute with Control

Edwin AI executes remediation across your automation ecosystem, including Ansible, Terraform, Rundeck, Puppet, and Microsoft orchestration tools, through remote execution and event-driven triggers. Role-based controls, approvals, and audit logs ensure guardrails are in place.

5. Learn from Every Incident

Every resolved incident feeds the system. Remediations become reusable patterns, and Edwin AI continuously improves AI accuracy, automation coverage, and operational efficiency over time.

What Edwin AI Delivers

From detection to execution, Edwin AI handles the full incident workflow, reducing MTTR, preventing outages, and freeing teams from repetitive tasks. This transforms operations from reactive response to increasingly autonomous resolution.

Rapid Incident Resolution: Cut MTTR, reduce escalations, and after-hours disruptions by correlating alerts, diagnosing root causes, and executing remediations without manual triage.

Operational Scale Without Headcount: Standardize incident response with AI-generated workflows that embed best practices, reducing human error and ensuring consistent, repeatable execution across environments.

Governance and Compliance: Enterprise-grade governance with RBAC, audit logs, and full execution transparency.

Proven Business Outcomes: Customers report major cuts in alert noise and MTTR, helping preserve uptime, meet SLAs, and reduce operational risk.

Why It Matters

Edwin AI automates the entire incident workflow—from detection through validated execution—freeing IT teams from repetitive triage and enabling focus on higher-value initiatives. With LogicMonitor and its ecosystem of partners, enterprises gain a unified platform that delivers context-driven AI, no blind spots, and closed-loop remediation across their existing automation investments at scale for resilient, self-healing infrastructure.



Transform your incident response, from detection to remediation, with Edwin AI, IBM, and Red Hat.

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