LogicMonitor

Elevate

COMMUNITY CONFERENCE

Elevate COMMUNITY CONFERENCE

From Reactive to Autonomous: Scaling Trusted Agentic Actions



LogicMonitor

Sarah Luna

Principal Product Manager - AI



LogicMonitor

Edward McGowan

Principal Product Manager - AI

© 2026 LogicMonitor · Confidential and proprietary

LogicMonitor is the platform for Autonomous IT

Elevate
COMMUNITY CONFERENCE

Launched AI-driven automation with IBM RedHat

OpenAI Partnership for advanced AI reasoning

Introduced Agentic AIOps with Edwin AI

2025
LogicMonitor acquires **Catchpoint**

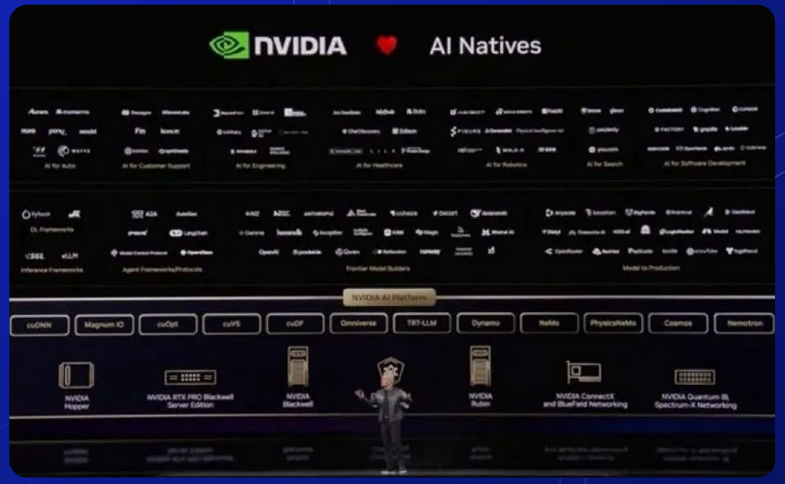
2024
Dec: **$800M** funding announcement

2021
LogicMonitor acquires **Dexda**

2018
April: **Vista Equity Investment**

2017
1st Million Dollar Deal All Scripts

BUILT THROUGH STRATEGIC INVESTMENT



Named by NVIDIA's Jensen Huang among 103 AI-native companies across 12 categories, LogicMonitor helps enterprises prevent disruptions and power AI-driven operations with predictive observability.

© 2026 LogicMonitor · Confidential and proprietary

Enterprises around the world trust LogicMonitor

Elevate
COMMUNITY CONFERENCE

2,900+
customers

700+
MSPs

145,000+
users

HEALTHCARE + LIFE SCIENCE
Johnson&Johnson
SIEMENS Healthineers
Alnylam
SANFORD HEALTH
REGENERON
UBC

FINANCIAL SERVICES
E*TRADE from Morgan Stanley
ANZ
MACQUARIE
TOKIO MARINE NORTH AMERICA SERVICES
Munich RE

MANUFACTURING
Coca-Cola Bottling Co. CONSOLIDATED
HUBBELL
Hain Celestial
NORDIC SEMICONDUCTOR
COX AUTOMOTIVE
Honeywell

RETAIL
LOWE'S
JIMMY CHOO
KENDRA SCOTT
Columbia
L'ORÉAL
crocs

EDUCATION
USC
UCDAVIS
LOYOLA UNIVERSITY MARYLAND
UCSF
LSU

TECHNOLOGY
HubSpot
Akamai
servicenow
Canva
qualtrics XM
Google
Microsoft

FOOD + HOSPITALITY
IHG HOTELS & RESORTS
sodexo
McDonald's
priceline
NCL NORWEGIAN CRUISE LINE
EQUINIX

TELCO
T-Mobile
verizon
COX
EQUINIX

MSPS
AppDirect
ivision
Softchoice
cbts
PRESIDIO
AGIO

© 2026 LogicMonitor · Confidential and proprietary

A unified platform for visibility, intelligence, and action



- **Consistent AI interface** where customers work
- **Purpose built domain specific AI** architecture
- **Trusted and governed** automations

- Relationships first: **model the customer's enterprise**, not product silos

- **AI-consumable data** designed for **action**
- **Domain agents** operating close to the data
- **Native coverage** built on open standards

© 2026 LogicMonitor · Confidential and proprietary

Non-deterministic

Deterministic

Known Unknowns

"We recognize, outcomes vary"

- Interface errors
- CPU spikes
- Packet loss diagnosis

Edwin Recommends & Executes Existing Playbooks

Unknown Unknowns

"We've never seen this"

- New outage patterns
- Cascading failures
- Zero-day issues

Edwin Playbook Creations and Change Approval

Known Knowns

"We know + know what to do"

- Restart BGP session
- Clear ARP cache
- Config drift remediation

LogicMonitor Rule-based Automated Diagnostics & Remediation

Unknown Knowns

"We know + but not encoded"

- Tribal knowledge fixes
- Slack-based solutions
- Undocumented runbooks

Edwin Incident History Analysis and Solution Recommendations

Known

Unknown

ate
FERENCE

LogicMonitor

© 2026 LogicMonitor · Confidential and proprietary

How organizations are applying automation today

Auto-escalation

Automate escalation based on real network health

- Detect switch down events automatically
- Validate redundancy before escalation
- Escalate PO only if full outage confirmed

Diagnostic Automation

Reduce L1 investigation time and blind spots

- AI suggests diagnostic playbook instantly
- Pulls top processes and logs automatically
- Enriches incident without requiring elevated access

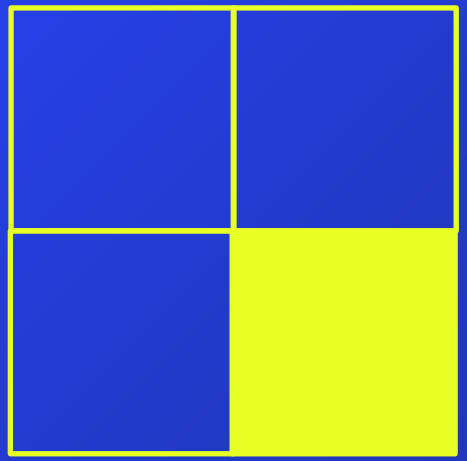
Playbook Generation Execution

Generate and execute governed infrastructure changes

- AI creates firmware upgrade playbook
- Validates device and image compatibility
- Executes upgrade and verifies health

© 2026 LogicMonitor · Confidential and proprietary

Quick-Win Automation



IMPACT: LOW | AUTOMATION: HIGH

LOW IMPACT

HIGH AUTOMATION

Alert Noise Reduction

Filtering non-actionable notifications to prevent operational fatigue.

Threshold Breaches

Automated responses to predictable resource spikes and limits.

Service & Job Restarts

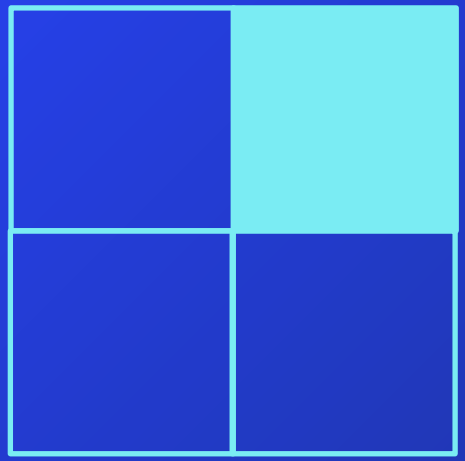
Standardized recovery for transient software glitches and job failures.

Disk Cleanup

Proactive maintenance to prevent storage-related system outages.

© 2026 LogicMonitor · Confidential and proprietary

Autonomous, High Value



IMPACT: HIGH | AUTOMATION: HIGH

HIGH IMPACT

HIGH AUTOMATION

Auto-remediation

Automated fixes for known failure modes in core infrastructure systems.

Intelligent Failover

Seamlessly shifting traffic to healthy nodes without manual intervention.

Performance Tuning

Dynamically adjusting resources to maintain SLAs during degradation.

Change Rollback

Automatically reverting failed deployments to minimize service downtime.

© 2026 LogicMonitor · Confidential and proprietary

Elevate
COMMUNITY CONFERENCE

DEMO

LogicMonitor

© 2026 LogicMonitor · Confidential and proprietary

Home
Ask Edwin
Incidents
Recurring Problems
Explore
Dashboards
Correlation Models
Rules
Actions
Settings

Clear BITS Startup Failure During Low Virtual Memory

AI Agent | Pin | Actions

AI Investigation | AI Topology | AI Automation | Details | Description | Timeline

Summary

Clear | Impacted CIs (1): 1 | Alerts (3): 3 | Duration: 6d 23h 49m 51s

On US-SC:vm:payroll03 in usa, Windows reported low virtual memory shortly before BITS failed to start and terminated with a paging-file error. A DCOM registration timeout followed; the available evidence does not confirm whether BITS-dependent transfers failed or when the service recovered.

Impact

- **Issue Summary:** BITS failed to start during low virtual memory.
- **Impacted CIs:** US-SC:vm:payroll03
- **Scope:** usa
- **Impact assessment:** Background transfers and dependent update or agent tasks may have been delayed or failed. No specific failed transfer or user-facing outage was confirmed.

Detection and Reasoning

2 phases

ADR Execution Results

- **Execution Status**: 2 successful executions (100% success rate)
- **Host Coverage**: 1 host (ID: 18919, hostname: *payroll03*)
- **Alert Coverage**: None (no alert IDs returned)

Notable Modules

- **Payroll Audit Report High CPU Remediation** (Remediation)

Elevate
COMMUNITY CONFERENCE

AI-Powered Change Intelligence

Turn every infrastructure change into an informed, validated decision

Know the risk

Assess system health, dependencies, & business impact before approval.

Execute with confidence

Validate operational readiness before implementation.

Prove the outcome

Confirm services return to a healthy state and surface any regressions

From manual judgement to evidence-based change decisions

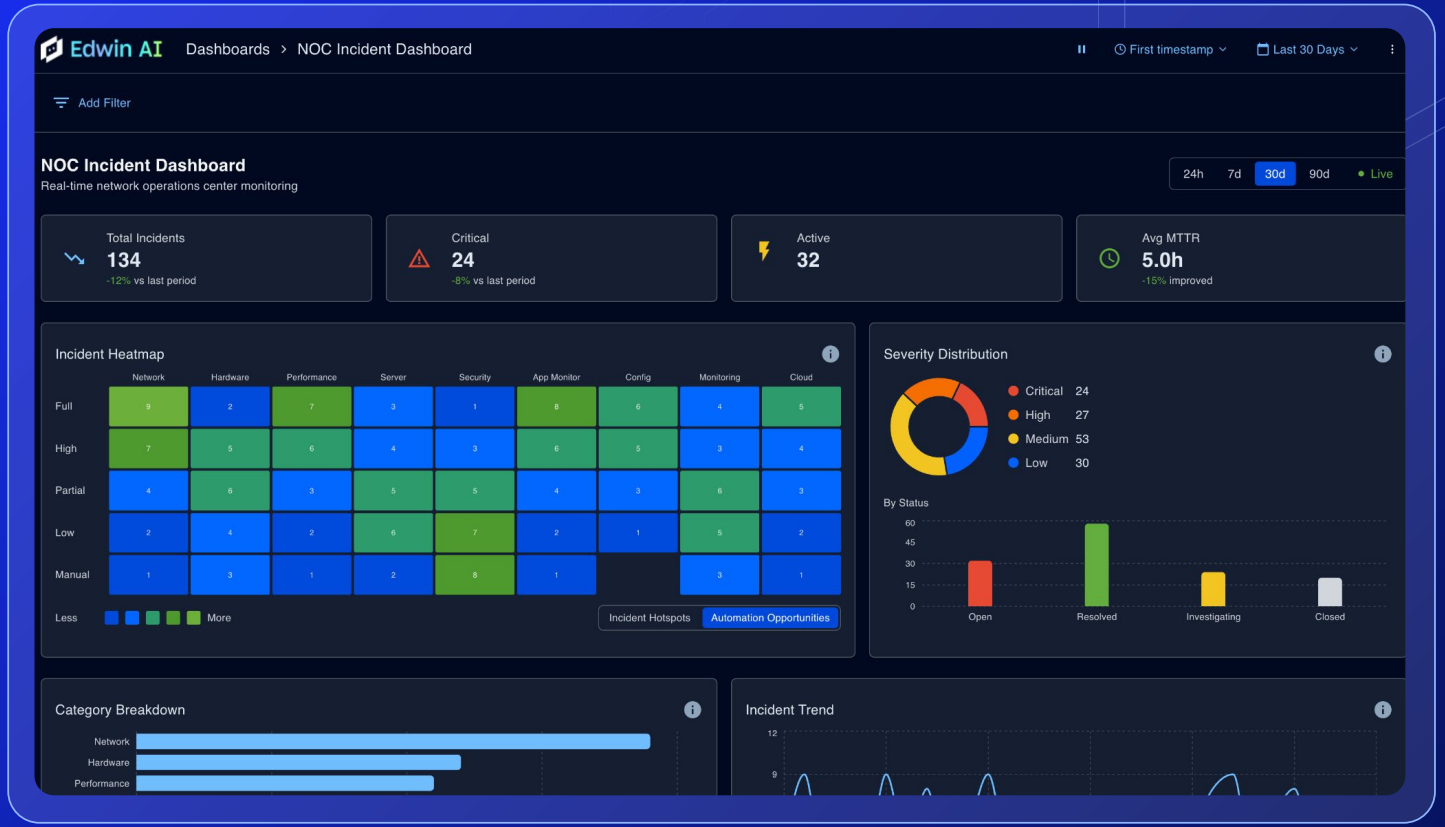
- ↓ **Change-related incidents**
- ↑ **Approval confidence**
- ↑ **Change consistency**
- ↓ **Manual investigation**

LogicMonitor

© 2026 LogicMonitor · Confidential and proprietary

AI Automation Readiness Assessment

Elevate
COMMUNITY CONFERENCE



LogicMonitor

© 2026 LogicMonitor · Confidential and proprietary

Elevate
COMMUNITY CONFERENCE

Scaling Automation Safely with Enterprise Customers

A controlled path from human-approved execution to autonomy

Establish Trust & Governance

Define security boundaries, access controls, and approval policies

Keep humans in control

Every action requires explicit human approval

Prove the workflow

Validate the complete Alert → ServiceNow loop end-to-end.

Measure the outcomes

Confirm success against customer defined POV criteria

Scale with confidence

Test new automations in sandbox environments before production rollout

Automation that is auditable, reversible and proven before it scales

LogicMonitor

© 2026 LogicMonitor · Confidential and proprietary

Automation as an MSP Force Multiplier

Elevate
COMMUNITY CONFERENCE

PROVE & STANDARDIZE

1. **Start narrow**
   High-confidence, repeatable operational tasks
2. **Validate safely**
   Human oversight before expanding execution
3. **Create the pattern**
   Turn proven workflows into reusable playbooks

AUTOMATION LAYER

Build once.
Govern per customer.

Detect • Recommend • Execute • Verify

Reusable playbooks + policy guardrails + audit trail

SCALE WITH CUSTOMER-SPECIFIC CONTROL

CUSTOMER A
Engineer approves remediation

CUSTOMER B
No write actions permitted

CUSTOMER C
Approved actions auto-execute

MSP OPERATING LEVERAGE

Operational Scale
More work without proportional headcount

Service Consistency
Repeatable response across accounts

Customer Governance
Policies stay unique to each customer

Margin Expansion
Less repetitive L1/L2 effort

LogicMonitor

© 2026 LogicMonitor · Confidential and proprietary

Elevate COMMUNITY CONFERENCE

Thank you for attending

We want your input:
Share your feedback to help shape future Elevate experiences.

Join us in the Experience Lounge for any questions or more information!

© 2026 LogicMonitor · Confidential and proprietary