

EDWIN AI: AGENT STUDIO

Scale AI Agents Across IT Operations Without Losing Control



CORE CAPABILITIES

Standardize How AI Works Across IT

Define how common operational tasks should be performed so investigations, incident summaries, reports, and workflows follow organizational standards rather than varying by user, team, or interaction.

Understand How AI Approaches Operational Problems

Gain visibility into the Skills, tools, and operational context Edwin AI uses to perform tasks. Review how LogicMonitor-built Skills approach common incident types so subject matter experts can understand the troubleshooting logic, identify missing steps, and help refine how AI operates.

Turn Operational Expertise into Reusable AI Skills

Capture workflows, runbooks, response requirements, and examples as reusable Skills that help Edwin AI apply organizational knowledge consistently across teams and use cases.

Expand AI Capabilities Without Giving Up Control

Connect agents to the operational context and tools they need while defining appropriate boundaries for each use case. Start with investigation and recommendations, then progressively expand capabilities and autonomy as trust and governance mature.

Put Your Operating Model at the Center of How AI Works

AI agents are becoming increasingly capable of gathering operational context, investigating incidents, consulting knowledge, recommending next steps, and taking action across IT environments.

But greater capability also creates a new challenge. As organizations deploy more agents and connect them to more systems, they need to determine how those agents should work, what information and tools they can access, and where their authority begins and ends.

Without a consistent approach, agent behavior can vary across teams and interactions, operational knowledge remains difficult to reuse, and expanding AI capabilities can introduce unnecessary risk.

Agent Studio for Edwin AI provides a foundation for scaling agentic AI according to the way your organization operates. It brings together reusable operational Skills, approved MCP tools and integrations, and governed access so organizations can see how Edwin AI works, understand the Skills and operational context behind its approach, and customize its behavior while maintaining clear boundaries as its capabilities expand.

The result is AI that doesn't just understand IT—it works according to your organization's processes, standards, and policies.

How It Works



Review

Start with LogicMonitor-built Skills or the AI capabilities available to your organization.



Define

Adapt how Edwin AI works with customer-owned Skills that capture workflows, instructions, output requirements, and examples.



Extend

Extend Edwin AI with approved operational data and tools through customer-approved MCP servers.



Govern

Define which capabilities are appropriate for each agent, Skill, or operational use case.



Execute

Edwin AI uses the appropriate Skill when available, or reasons across permitted tools and context to complete the task within defined boundaries.

How Agent Studio Supports Your Operations

Encode How Your Organization Operates

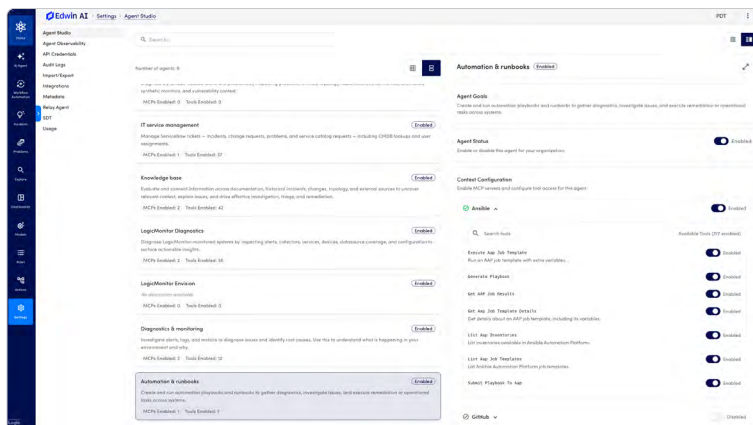
Agent Studio helps teams shape Edwin AI around the way their organization works. Teams can define task-specific guidance, required inputs, preferred outputs, and examples so AI follows established operational practices instead of relying on one-off instructions.

Bring Your Operational Ecosystem to AI

IT operations depend on data, tools, and workflows spread across many systems. Through Model Context Protocol (MCP), Agent Studio connects Edwin AI to approved external sources and operational tools without requiring every workflow to be hard-coded into the platform. MCP provides interoperability, Agent Studio provides control, and Edwin AI provides intelligence.

Match Capabilities to the Task

Different workflows require different levels of information and authority. Agent Studio helps teams align each use case with the data, tools, and actions it needs, so Edwin AI can support investigations, recommendations, or remediation without unnecessary access.



What Makes LogicMonitor Different



Built for IT Operations

Agent Studio grounds Skills in Edwin AI's operational context across alerts, metrics, logs, topology, incidents, changes, runbooks, and knowledge.



Your Operating Model, Encoded in AI

Agent Studio lets teams capture their operational practices and reuse them across agentic experiences.



Open by Design, Controlled by Default

LogicMonitor MCP connects Edwin AI to existing tools and data, while Agent Studio controls how capabilities are made available.



A Foundation for Progressive Autonomy

Agent Studio helps teams move beyond advice-only AI, expanding agent capabilities without losing oversight as trust, policies, and controls mature.



Make Agentic AI Work the Way Your Organization Works

Turn operational knowledge into reusable Skills, connect Edwin AI to approved tools, and maintain control as agent capabilities expand.

SEE IT IN ACTION