



Building the Future of Agentic AI For IT Management

Team Name : Sauce Potato

Team Leader Name : Sandhiya

Problem Statement : Service efficiency improvement for MSPs and IT Teams

Brief about the Idea:

Title: *TechGenie – AI Co-Pilot for IT Technicians*

One-liner:

An AI-powered co-pilot that automates time tracking, accelerates troubleshooting, and proactively alerts on SLA breaches — enabling IT technicians to focus on problem-solving instead of administrative overhead.

Summary:

TechGenie integrates seamlessly with ticketing systems, knowledge bases, and vendor documentation. It uses **Amazon Bedrock** + **Agent Core** to orchestrate data retrieval, auto-track technician activities, and deliver contextual recommendations in real-time.

How Different from Existing Solutions:

- Current ITSM platforms offer static dashboards, not **context-aware AI agents**.
- No single tool auto-tracks time, fetches knowledge base answers, and flags SLA breaches simultaneously.
- Existing bots are rule-based, ours uses **LLMs + vector stores + Bedrock orchestration** for real-time adaptability.

How It Solves the Problem:

- **Auto-Time Tracking:** Agent starts/stops timers by detecting ticket status or technician actions.
- **SLA Guard:** Predicts potential SLA violations and notifies technicians/managers proactively.
- **Contextual Troubleshooting:** Instantly retrieves vendor docs/solutions, reducing 40% navigation time.

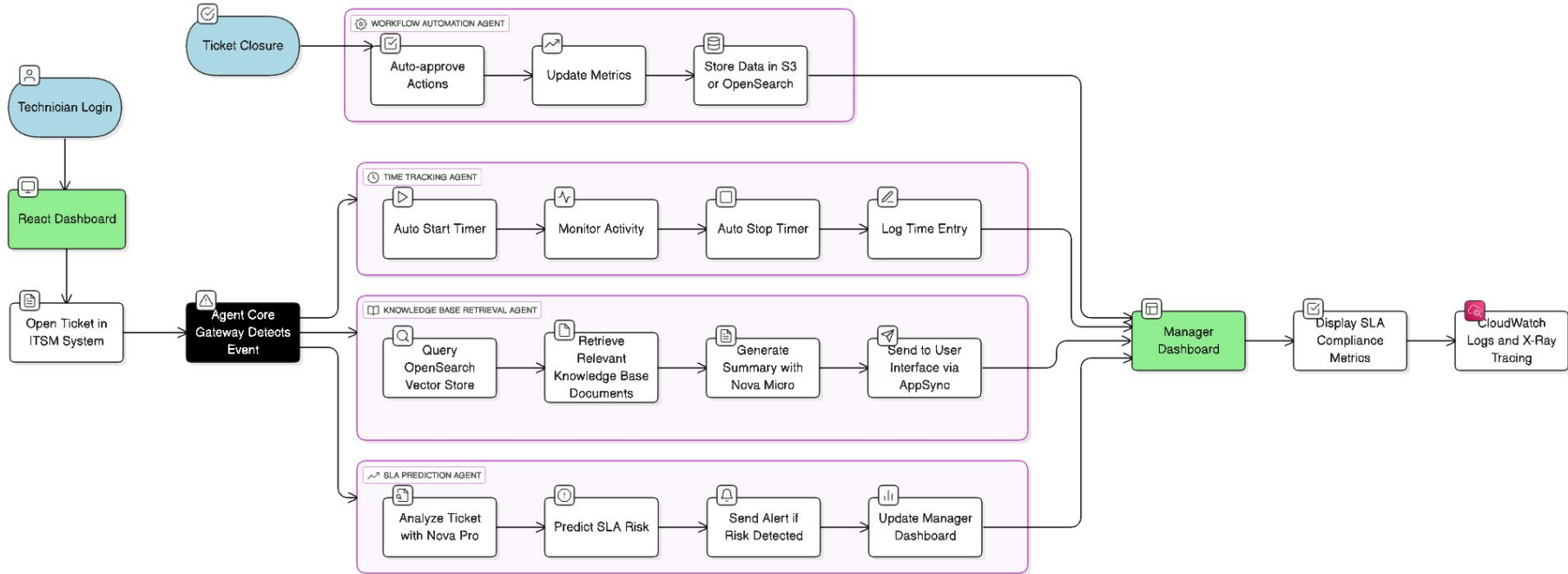
USP (Unique Selling Proposition):

- **Multi-Agent Orchestration:** Combines time tracking, SLA prediction, and knowledge retrieval in one agent.
- **Zero Overhead Integration:** Uses Agent Core Gateway to connect with existing ticketing systems.
- **Scalable & Serverless:** Built entirely on AWS Bedrock + OpenSearch vector stores, keeping costs low.

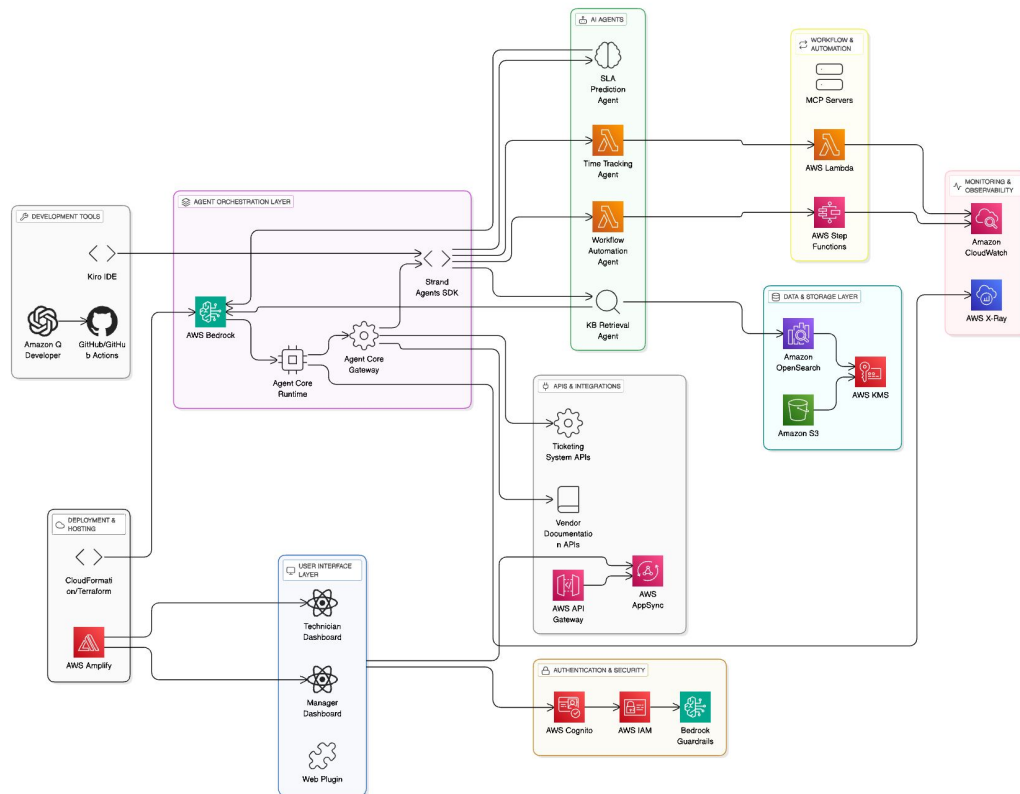
Features Offered by the Solution

- Auto-start & stop timers on tickets.
- SLA breach prediction & early alerts.
- One-click knowledge base + vendor doc retrieval.
- Automated workflow actions (password resets, account approvals).
- AI-powered contextual assistant for end-user responses.
- Manager dashboard: live SLA compliance, technician productivity metrics.

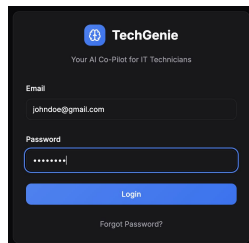
Process flow diagram or Use-case diagram



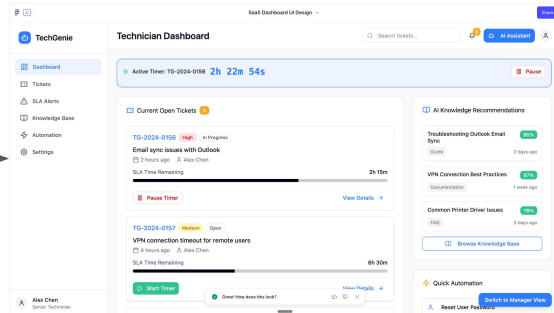
Architecture diagram



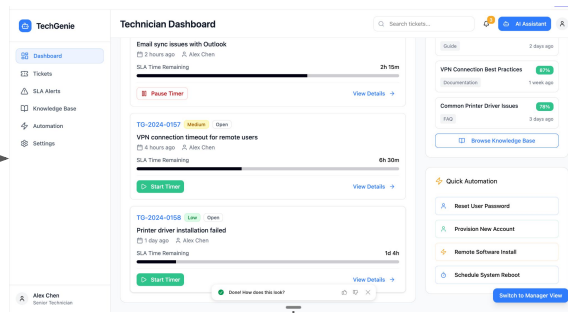
Mockup diagrams



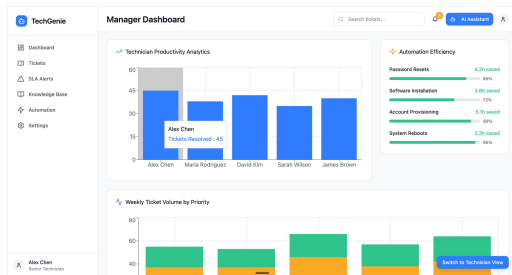
Login page



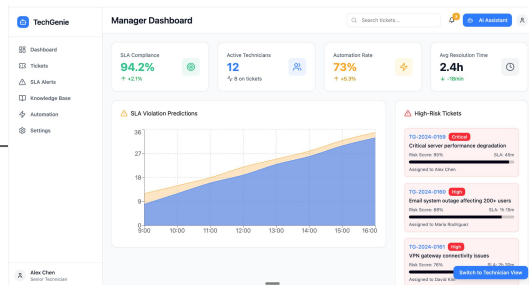
Technician dashboard



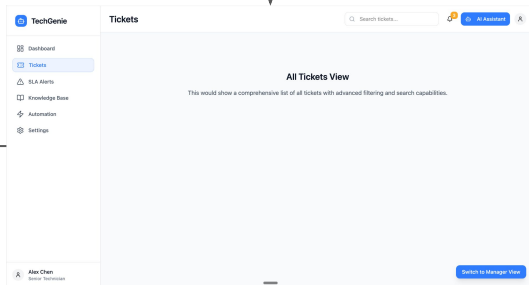
Technician dashboard



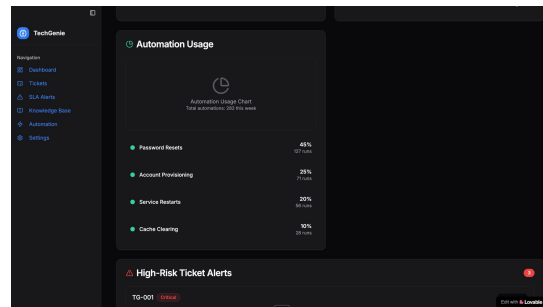
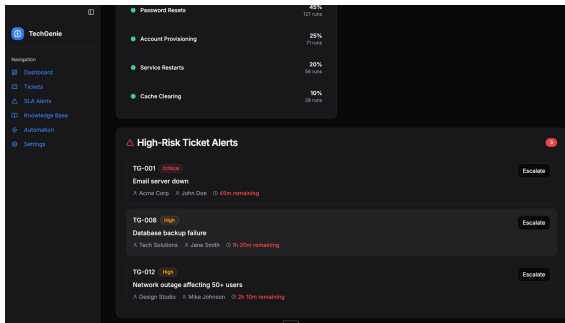
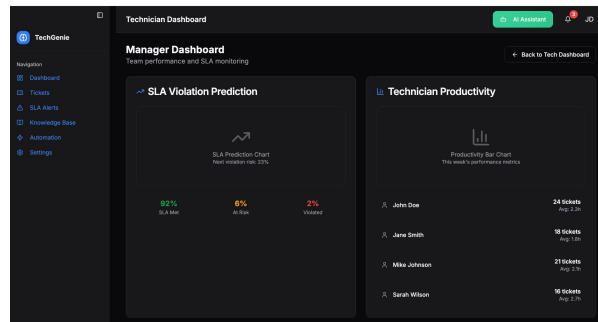
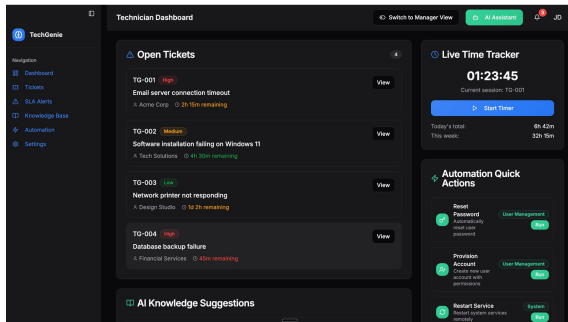
Manager dashboard



Tickets, SLA, Knowledge base overview



Mockup diagrams



Technologies to be Used

- **AWS Bedrock (Nova Micro + Nova Pro models)** – LLM orchestration.
- **Agent Core Gateway** – Third-party integrations.
- **Amazon OpenSearch / S3** – Vector store for KB retrieval.
- **Kiro IDE** – Rapid development.
- **Amazon Q Developer** – For debugging & documentation.
- **MCP Servers** – For automating workflows (e.g., Terraform, database updates).
- **Frontend Framework** – React.js or Next.js for dashboards.
- **Authentication** – AWS Cognito or OAuth.

Estimated Implementation Cost (Optional)

Component	Cost (Free Tier)	Cost (Small Scale)
Bedrock Agent Core	Free (subsidized)	\$0.05–\$0.15 per 1k tokens
OpenSearch	~\$10/month	\$100–\$300/month for larger vectors
S3	<\$5/month	Scales by GB stored
Amplify Hosting	~\$5/month	\$15–\$50/month for scale
Lambda Invocations	Free up to 1M/month	\$0.20 per million requests

Extra Hackathon Requirements / Differentiators

- **Marketplace-Ready:** Agent can be listed directly on SuperOps Agent Marketplace.
- **Responsible AI:** Bedrock guardrails to ensure contextual grounding, prevent hallucinations.
- **ISO 42001 compliance-ready:** Built with secure configurations from the start.
- **Scalable Multi-Agent System:** Easy to extend to other workflows (onboarding, procurement, HR IT).



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THANK YOU