**Empowering Corserva's Future: An Agentic AI Transformation with Superion**

**Executive Overview**

Corserva is poised for a significant transformation, moving from a reactive Managed Service Provider (MSP) to a proactive, AI-driven service provider. This shift will be achieved by integrating "agentic AI" across its entire value chain. By embedding AI agents, Corserva can automate routine tasks, predict and prevent issues, and optimize operations, leading to substantial cost savings, increased efficiency, and enhanced client satisfaction. Key areas for this transformation include AI-driven device monitoring, predictive support, and automated workflows in procurement, onboarding/offboarding, and inventory management. For example, a "self-healing" endpoint agent can proactively address potential failures, reducing routine helpdesk tickets by approximately 60-70%. Similarly, a license optimization agent can reclaim unused SaaS licenses, potentially cutting software spend by up to 30%. This proposal outlines high-impact AI agent opportunities and recommends a focused pilot program to demonstrate rapid value and establish a foundation for ongoing AI integration.

**Agentic AI Opportunities Across Corserva’s Value Chain**

Agentic AI offers transformative potential across Corserva's entire value chain, enabling a shift from reactive problem-solving to proactive, intelligent operations.

**Enhancing End-User Computing (EUC) with AI Agents:**

* **Self-Healing Endpoints:** A background agent on endpoints detects performance/resource issues and proactively fixes them (e.g., clears temp files, restarts hung services). This cuts support tickets by ~60–70% and saves an estimated 40–80 user-hours/year in uptime per user.
* **Predictive Support:** An agent can analyze past ticket data and device logs to predict issues, automatically opening tickets or applying fixes for likely failures, further preventing outages. This shifts from reactive troubleshooting to a proactive approach.
* **Ticket Elimination Bot:** A virtual assistant uses knowledge bases and automated fixes to resolve common L1 issues without human intervention, such as password resets and basic network diagnostics. This automatically resolves roughly 60-70% of routine helpdesk tickets, dramatically lowering helpdesk workload and costs.

**Transforming Procurement & Distribution:**

* **Automated Replenishment:** An agent analyzes inventory levels and device health to auto-trigger orders when stock runs low or devices age beyond thresholds. AI-driven inventory optimization improves demand forecasting accuracy by 30% and reduces waste by 20%.
* **Intelligent Vendor Selection:** Machine learning can score vendors by price, lead time, and quality (using past performance data), then suggest or auto-select the best supplier for each order. Companies leveraging AI for procurement have reported up to 50% reduction in procurement cycle times and 10-25% cost savings.

**Optimizing Employee Lifecycle: Onboarding & Offboarding:**

* **Zero-Touch Hardware & Software Provisioning:** New hires automatically receive pre-configured laptops and software without manual setup. This can reduce provisioning costs by 60-80%.
* **Offboarding Compliance Agent:** Automates and enforces secure offboarding, immediately revoking system access, archiving or wiping data, and tracking asset returns. This prevents data leakage and unauthorized access. Automated offboarding can cut process costs by 25-40% and slash insider-risk by up to 80%.

**Intelligent Application & Cloud Provisioning:**

* **License Optimization Agent:** Tracks actual usage of SaaS apps and identifies unused licenses, reclaiming or downgrading idle licenses to cut software spend significantly – Gartner cites up to 30% cost reduction. Right-sizing initiatives can lead to a 20-30% reduction in annual software bills.
* **Shadow IT Discovery Agent:** Mines network logs, endpoint data, and expense reports to find unsanctioned apps. This mitigates compliance and security risk and helps consolidate SaaS spend, as studies show organizations use 1000+ apps but track less than 10%.

**Pilot Recommendations and Expected ROI**

To demonstrate rapid value and build internal momentum, a focused 90-day pilot program is recommended. The **License Optimization Agent** is a high-impact choice for this pilot due to the significant financial savings it can deliver.

* **License Optimization Agent Pilot:** This pilot would target major SaaS applications (e.g., Zoom, Adobe, Salesforce) to continuously track license usage. It would identify users with low or zero usage and, after confirmation, automatically de-provision the licenses.
  + **Why it's High Impact:** Organizations often provision twice as many apps as employees use. Reclaiming these licenses directly translates to cost reductions.
  + **Expected ROI:** A conservative 10-15% reduction in targeted app license spend. Reclaiming even a few underutilized licenses can quickly justify the pilot's investment.

Alternate pilot options for quick wins with measurable savings include

**End-User IT Copilot** to reduce 60-70% of new tickets

**Self-Healing Endpoint Agent** to cut downtime and support calls, with hyper automation potentially cutting costs by 30%. These pilots will provide tangible evidence of ROI, justifying the broader implementation of AI agents across Corserva's operations. This strategic adoption of agentic AI will enable Corserva to eliminate routine work, integrate disparate systems, and establish a continuous learning system that benefits all customers.

**Recommended Next Steps:**

* **Phase 1: Deep Dive & Data Assessment (4 Weeks):** Superion will conduct intensive workshops with Corserva's key stakeholders to validate opportunities, assess data maturity, and refine the pilot scope.
* **Phase 2: Pilot Implementation & Value Validation (8 Weeks):** The chosen License Optimization Agent pilot will be rapidly implemented with agile deployment, continuous monitoring of KPIs, and iterative refinement.
* **Phase 3: Strategic Roadmap & Scaled Deployment (Ongoing):** Upon successful pilot completion, a comprehensive roadmap will be developed for scaling Agentic AI across other high-impact areas of Corserva's value chain, leveraging an "AI Agent Factory" model for continuous innovation.

**Pricing & Delivery Model Proposal**

Team Composition (POC Phase,12 Weeks):

| **Role** | **Location** | **Count** | **Rate (USD/hr)** | **Monthly Est.** |
| --- | --- | --- | --- | --- |
| AI Solution Architect | US | 1 |  |  |
| Agent Developer (Python) | India | 2 |  |  |
| Frontend Dev (UI/UX) | India | 1 |  |  |
| Project Manager | US | 1 |  |  |
| QA/Test Automation Eng. | India | 1 |  |  |
| **TOTAL (12 Weeks)** | - | - |  |  |

* **POC Team (12 Weeks):** This blended team (60% offshore, 40% onshore) covers all roles needed to build and demonstrate the pilot agent. US-based architects and PM ensure alignment, while offshore developers/testers handle coding at lower cost.
* **Ongoing Delivery (Agent Factory Model):** For full-scale rollout, we recommend a steady-state team of mixed offshore/onshore resources (~60:40). An annual budget of **\$xxxK–\$xxxK** would support continuous development and deployment of new agents.

This model enables Corserva to build momentum (via the POC) and then scale up an “AI Agent Factory” that continually delivers new automations. By leveraging offshore capacity, we balance quality and cost and team focus on high-impact delivery.