NEO AGENT — PLATFORM OVERVIEW

Autonomous AI for the MSP service desk

Neo Agent works like an L1 technician inside your PSA — reading tickets, checking your documentation, taking action across Microsoft 365, Active Directory, Exchange and your RMM, and resolving tickets end-to-end, autonomously, the moment they arrive. One platform for resolution, end-user intake and custom automation — deployed in hours, by non-technical staff.

PLATFORM CAPABILITIES

Autonomous resolution

Reads the ticket, checks your documentation, executes the fix and closes it end-to-end — no technician touch, the moment it arrives.

Triage & dispatch

Categorizes, prioritizes, routes and assigns tickets on arrival across your PSA queues, using your rules.

Microsoft 365 & Entra

Full admin: create / disable users, licensing, password & MFA resets, Conditional Access, mailbox delegation — 40+ Graph tools.

Hybrid AD & Exchange

On-prem Active Directory and Exchange administration via secure RMM PowerShell, alongside cloud identity.

RMM & endpoint

Runs the scripts and PowerShell you already trust across endpoints. Multi-RMM with no primary — connect several vendors as peers.

Docs & knowledge

Hybrid semantic search over your documentation, past tickets, IT Glue, Hudu and Confluence — so every action is grounded.

End-user Teams bot

White-label intake and deflection: end users raise, track and resolve requests in Teams; the bot creates and updates tickets.

AI Phone Agent

Answers calls, triages the issue and creates or updates tickets — escalating to a human whenever it should.

No-code agent builder

Non-technical staff build custom workflows and agents in plain English. Nothing to code, no rules to maintain.

HOW NEO WORKS

CHAINED WORKFLOWS

Deterministic, fixed-step automations — find entities, triage, update fields, notify. Predictable and repeatable.

AGENTIC AGENTS

An LLM agent reasons over a scoped toolbox and acts — triggered by a ticket or run on a schedule. Handles the unknown.

CONVERSATIONAL AGENTS

Chat agents for technicians and for end users (Teams bot), answering and acting in natural language.

Triggered & scheduled: agents run the instant a ticket arrives, or on a cron for audits, hygiene and proactive cleanup. **Governed:** per-agent permissions, technician-in-the-loop approval for sensitive actions, and a full audit trail on every step.

INTEGRATIONS

PSA

ConnectWise · Autotask · HaloPSA · ServiceNow

RMM (MULTI-RMM, NO PRIMARY)

NinjaOne · Datto RMM · N-able N-central · N-able N-sight · ConnectWise Automate · ConnectWise RMM (Asio) · ScreenConnect

MICROSOFT

Entra ID / Azure AD · Exchange (cloud + on-prem) · Teams · SharePoint · OneDrive · Microsoft Graph

DOCUMENTATION

IT Glue · Hudu · Confluence · SharePoint

COMMUNICATIONS

Microsoft Teams · Twilio (SMS & voice) · Slack

KNOWLEDGE & SEARCH

Hybrid semantic search · Your docs + tickets · Per-tenant isolation

SECURITY, COMPLIANCE & DATA RESIDENCY

- ✓ **SOC 2 Type 2** — independently audited.
- ✓ **Named LLM models** — e.g. GPT-5.1 — no hidden "magic" box.
- ✓ **Permission scoping** — per-agent read-only vs read-write control.
- ✓ **Strict tenant isolation** — each MSP and end-client kept separate.
- ✓ **Data residency** — US, UK, EU and AU clusters — data stays in region.
- ✓ **Full audit trail** — every action Neo takes is logged and reviewable.
- ✓ **Technician-in-the-loop** — human approval required for sensitive actions.
- ✓ **Month-to-month** — 14-day free trial; no long-term contract.

PLANS & CREDITS

PLAN	CREDITS / MONTH	LIST PRICE (USD / MO)
Starter	2,500	$500
Growth	10,000	$1,300
Pro Most popular	20,000	$2,340
Pro+	40,000	$5,000
Max	60,000	$7,500
Enterprise	100,000	$12,500

A single agent run never costs more than 3 credits, regardless of how many steps a workflow takes. Overage bills per credit; volume beyond Enterprise is quoted custom. Every plan includes a 14-day free trial and is month-to-month.

DEPLOYMENT

1–2 hrs
SETUP, NOT WEEKS

No code
DEPLOYED BY NON-TECHNICAL STAFF

14-day
FREE TRIAL + QUICK-START BONUS

200+
MSPS, 1M+ TICKETS / MO