Neo Agent

Customer Stories

MSPs run their service desks on Neo.

Neo Agent is an AI workforce that works like an L1 technician inside your PSA — triaging, dispatching, and resolving tickets end-to-end. Hundreds of MSPs trust it every day. Here is what four of them achieved.

Hundreds	1M+	24/7	SOC 2 I & II
of MSPs on Neo	tickets / month	autonomous coverage	attested

PROVEN ACROSS MSPS OF EVERY SIZE

Digacore

CONNECTWISE

Lakewood, NJ · 150+ employees

87%	100%	150+
less user-creation time	process consistency	hours saved monthly

Eliminated manual ticket triage and saved hundreds of hours a month through automated workflows.

CIO Solutions

DISPATCH

Santa Barbara, CA · 100+ employees

1 FTE	12 hrs	100%
dispatcher redeployed	daily coverage	tickets assigned

Removed single-point dependency on manual dispatching and redeployed a full-time role to higher-value work — zero unassigned tickets.

ITNS

TRIAGE

Texarkana, TX · 50+ employees

70%	Auto	100%
fewer invoice errors	SLA monitoring	tickets triaged

Ended ticket cherry-picking and cut billing errors with automated triage and SLA monitoring.

Excellent Networks

SMB

El Paso, TX · 10 employees

$40K+	24/7	100%
saved annually	triage coverage	response consistency

A 10-person shop with round-the-clock triage and consistent response times — without extra staffing.