

How next-generation MSP Integrus uses AIOps to grow—efficiently and cost-effectively

Here's how Integrus, a managed service provider, uses AI for IT operations (AIOps) to automate myriad IT tasks.

Overview

In 2025, Integrus, a managed services provider (MSP), recognized that to compete in outsourced IT services, it needed to automate IT operations. It realized that various routine IT tasks—such as help desk ticket routing, cyberthreat monitoring, and project management—would become more efficient and accurate with automation.

Throughout 2025, the Integrus IT department trained artificial intelligence (AI) models to apply automation to myriad tasks, and the result is a more proactive, cost-effective, and efficient set of managed services. Integrus has created an intelligent data platform to automate further for itself and, in the future, for client needs.

Integrus continues to explore tasks to be automated using AI. In 2026, it will begin to bring these automations to its clients based on the technology foundation it has built.

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If your IT operation isn't showing progress on automation, there's a good chance your technology spending is financing overhead, not business advantage.



Glenn Mathis
CEO, Integrus

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The challenge

Like many organizations, Integris needed to cost-optimize and become more efficient, customer-focused, and innovative. Myriad routine tasks—such as help desk ticket routing, customer communications, cyberthreat monitoring and alerting, and more—were time-consuming and sometimes error-prone with only human effort.

There were also concerns about customer satisfaction and churn. The IT team used AI to apply customer churn scores to its base to better understand when a client might decline to renew a relationship with Integris.

Monitoring cyberthreats is a never-ending task that increasingly requires automation to analyze new threats. Integris has implemented AI and trained its models to understand and get ahead of novel attack methods.

The solution

Since March 2025, the Integris IT team has applied various automations to its processes, including using AIOps for help desk ticket routing, using AI to address customer churn, and cyberthreat monitoring.

The solution implemented has freed dispatchers from manually assigning tickets and upskilled these employees to new roles. Integris has also developed a methodology for understanding customer churn and created a customer “churn score” that allows the MSP to proactively address factors that contribute to client dissatisfaction. It has also analyzed clients’ IT environments and developed a health score that allows automation to identify, address, and auto-remediate performance issues without human intervention. Finally, it is working toward a North Star of self-healing systems.

The outcome

Ultimately, by applying 125-plus automations to IT operations, Integris has saved more than 26,000 hours of human effort, equivalent to a capacity of 160 full-time roles, over the course of eight months. These automations have had 8% Impact on EBITDA (or earnings before interest, taxes, depreciation, and amortization). AIOps has also improved IT functions: help desk ticket routing, for example, saved 30 minutes per ticket and enabled technicians to solve issues 50% faster. All in all, AIOps at Integris has freed time and human resources to build greater capabilities as a future-ready MSP—all while improving IT service delivery.

About Integris

Integris is a national IT managed service provider, assisting clients throughout the United States. The company provides cybersecurity, cloud, networking connectivity, advisory, and governance, risk, and compliance services to clients. It specializes in providing industry-specific expertise to customers in key industry sectors, such as legal, community banking, and manufacturing.

AIOps at Integris: By the numbers

26,000
hours
saved

160
full-time role
equivalency

8%
positive impact
on EBITDA

Ultimately, Integris has saved time and money with AI. With 125-plus automations created, Integris has saved more than 26,000 hours within the past year and achieved an 8% positive impact on EBITDA, resulting in significant time and cost savings.

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Who We Are

Integris is a national leader in future-ready managed services, delivering innovative solutions that drive digital maturity for small to midsize businesses.