

Move to the Cloud now

Unlock the full power of SysAid – faster, smarter, and more secure

Step into the future of ITSM with SysAid Cloud

Moving to the Cloud means stronger security, automatic updates, and anywhere access—without the cost and hassle of managing servers. Built on enterprise-grade AWS, SysAid Cloud delivers high availability, compliance, the latest innovations, and built-in AI that drives instant insights, impactful service, and automation to free your team for high-value priorities.

Why now?

Our cloud version comes in **SysAid Spaces** — our modernized, intuitive UI/UX giving IT admins a consolidated view of every ticket's journey, enabling faster resolutions and higher end-user satisfaction. Plus, get all the benefits of **SysAid Copilot**, delivering powerful automation to scale service, improve MTTR, and enhance employee experience.

Benefits of moving to the Cloud



Increase Security and Compliance

- Hosted in Secure AWS DCs around the world, High Availability
- Security and Compliance best practices (GDPR, SOC2, ISO, CSA)
- Access from anywhere
- Updates published automatically to your SysAid Cloud Environment every two weeks
- Get faster resolution from our support team.



Reduce cost

- No need to further host locally (reduce HW cost and SW licensing).
- No more manual upgrades/updates
- No need to backup



Get the newest, Cloud-only features*

- SysAid Spaces
- SysAid Copilot Add-on
- SysAid for Teams
- Mobile Solution
- Storage Manager
- Zapier Integration
- Power BI Extract
- Auto-Archive tickets
- OneLogin SSO
- SSO connector

We're with you every step of the way

Our experts partner with your team to deliver a smooth, secure migration covering everything from assessment & planning, preparation of the environment, migration & data validation through live rollout. With end-to-end support, you'll be up and running in the cloud in as little as **two weeks***, ready to unlock its full value.

*Implementation time will vary depending on customer requirements and level of time invested.

Real business impact

2.5X

More tickets resolved each day



Read more →

70%

Reduction in ATTR



Read more →

25%

Of issues resolved through AI Emailbot and AI Chatbot



Read more →

Gretchen's active service records

<input checked="" type="checkbox"/>	1730254	Incident	Adobe password change for marketing	Urgent
<input type="checkbox"/>	1302052	Request	An offline laptop for security sensitive...	High
<input type="checkbox"/>	6794501	Incident	Internet connection is too slow	High
<input type="checkbox"/>	1305647	Incident	I'm locked out of my 360 account	Medium
<input type="checkbox"/>	3154550	Request	Help me, my Google account is locke...	Medium
<input type="checkbox"/>	6794501	Request	Can I order a new graphic pad?	Medium
<input type="checkbox"/>	8759614	Request	Access to Salesforce - New Hire	Low
<input type="checkbox"/>	2648315	Incident	Getting a VPN error	Low
<input type="checkbox"/>	3154550	Incident	Help me, my Google account is locke...	Low
<input type="checkbox"/>	3154550	Request	Please Grant me admin access to the...	Low
<input type="checkbox"/>	3154550		I need a log of all Dell devices in Marketing	Low

AI Chatbot

Gretchen IT Support Agent

Based on the active incidents, are there any larger problems?

SysAid Chat Agent

Based on the active incidents in the queue, here are some larger problems that might be at play:

- 1. Network Issues:**
 - Multiple tickets indicate problems with WiFi connections. This suggests a larger issue with the network infrastructure that needs to be addressed.
 - Example Tickets: #2379, #2406, #2517, #2568
- 2. Hardware Issues:**
 - There are numerous incidents related to external monitors flickering

|Provide a prompt or type '/' for solutions...

➔