MSP AI Platform - Light Paper

Executive Summary

The Managed Service Provider Artificial Intelligence (MSP AI) platform is an innovative solution that augments managed service providers (MSPs) with intelligent agents deployed on every endpoint (servers, desktops, and mobile devices) and orchestrated by a secure, multi-tenant back end. Each agent works in concert with localized models and remote tools to automate help desk tasks, troubleshoot endpoints, and support higher level service delivery and business operations. This light paper provides a concise overview of the platform s mission, architecture, market opportunity, and roadmap.

Problem Statement

Managed service providers face increasing complexity as they support diverse clients across hundreds or thousands of endpoints. Repetitive tasks (patching, software deployment, incident remediation), fragmented ticketing systems, and the need to maintain regulatory compliance create operational bottlenecks. Traditional remote management tools lack context awareness and require significant human intervention, limiting scalability, and hindering service quality. The MSP AI platform addresses these pain points by embedding intelligent agents directly on endpoints, enabling proactive, automated support with minimal human oversight.

Proposed Solution: MSP AI Platform

The platform focuses on **AI assisted and autonomous operational workflows for MSPs, a secure multi-tenant architecture, automation of recurring administrative and engineering tasks, insight generation from operational, security, and service data**, and an **extensible design that supports custom tooling and integrations**. It is designed from the ground up for MSP realities - scale, security, repeatability, and visibility.

Endpoint Agents

- Local AI agents are installed on every endpoint. Users authenticate into the agent to link the endpoint with customer databases, tools, and profiles. The agent has access to multiple models and can call numerous tools to perform troubleshooting, reconciliation, and engineering tasks.

- Help desk automation - Agents handle common service desk requests (password resets, software installation, network diagnostics) and interact with an isolated knowledge base and ticketing system to resolve or create tickets.

- Escalation logic - When tasks exceed the agent s scope, they can be escalated to higher level agents or human engineers with contextual information, streamlining approvals and workflow management.

Multi-Level Architecture

- Customer level agents focus on help desk tasks, with limited toolsets tailored to end user support.

- Service delivery agents operate at the MSP level, with access to advanced tools for service delivery, business management, compliance auditing, and automation. This hierarchical design ensures strict data isolation while enabling coordinated operations across tenants.

- Secure multi-tenant platform ensures each customer s data remains isolated; shared services run within protected compute environments with strict access controls.

High Level Architecture & Technology

- **Endpoint agent** - lightweight client deployed on Windows, Linux, and macOS. It maintains a secure connection to the MSP cloud and includes an embedded AI inference engine for offline tasks.

- Cloud orchestrator - a multi-tenant back end running on Azure that coordinates agent activity, manages models, and provides API gateways to ticketing, billing, and knowledge base systems. The cloud orchestrator uses microservices for scalability and can run in customers' preferred regions for data sovereignty.

- Model repository - a catalogue of AI models (e.g., language models, anomaly detectors) accessible via the orchestrator. Models can be customized per customer and updated centrally, ensuring consistent performance while maintaining tenant isolation.

- Integration layer - connectors for customer databases, identity providers, remote monitoring tools, and third-party services. Agents call these connectors through secure APIs to gather data or perform actions.

- Analytics & insight - the platform aggregates metadata (not raw customer data) to produce anonymized insights into operational trends, performance metrics, and security events. MSPs can visualize these insights via dashboards to drive strategic decisions.

Market Opportunity & Value Proposition

Managed services are projected to grow significantly as organizations outsource IT operations to specialist providers. Early-stage investors and programs such as Microsoft for Startups Founders Hub require startups to be software based, privately held, and early staged. Applicants need a clear description of their product and target users as well as business registration information. The MSP AI platform aligns well with these requirements by offering a **software driven solution** that enhances operational efficiency for MSPs. Investors evaluating seed stage startups generally look for:

- Succinct, exciting story - a compelling narrative that outlines the vision and inspires confidence.

- Exceptional team - founders with relevant expertise and a proven track record.

- Product potential or traction - evidence of user demand or a credible plan for achieving product market fit.

- Clear growth plan - data driven strategy for market penetration and scaling.

This light paper addresses those elements by describing the problem, solution, team credentials, and growth roadmap. As a lite paper, it provides a concise, high-level overview intended to attract early-stage partners and investors. Lite papers are typically 2-10 pages long and focus on the big picture, whereas full white papers contain detailed technical specifications. The progression from lite paper to white paper as the project matures is a recommended approach for founders.

Implementation Plan & Roadmap

- MVP development (0-6 months) - Develop the endpoint agent, build core orchestration services on Azure, and integrate with at least one ticketing platform. Conduct pilot deployments with select MSPs to validate functionality and gather feedback.

- Early access & seed funding (6-12 months) - Release a limited access beta version to a broader set of MSPs. Use feedback to refine user experience and expand tool integrations. Begin formal fundraising, leveraging the lite paper and pilot results to attract angel investors.

- Full platform launch (18-30 months) - Launch a production ready platform with multi-tenant capabilities, advanced analytics, and a marketplace for third party tool integrations. Invest in marketing, sales, and customer success in order to onboard additional MSPs.

- Scale & ecosystem growth (36+ months) - Expand the AI model repository, introduce workflow automation features, and establish partnerships with software vendors. Explore additional revenue streams such as premium analytics and usage-based pricing.

Business Model & Revenue Streams

- Subscription licensing - MSPs pay a monthly subscription per endpoint for agent access, with tiered pricing based on feature sets and model usage.

- Usage based fees - Pricing for heavy compute tasks (e.g., advanced AI inference) is based on consumption, encouraging efficient use of resources.

- Premium analytics - Advanced dashboards and insights modules are offered as add on services for a fee.

- Marketplace revenue - Third party tool developers can list integrations in the platform's marketplace; revenue is shared with the platform.

Compliance & Security

Security is foundational to the MSP AI platform. Development follows a **security first design** with **automation and repeatability as core principles**. Each tenant s data is isolated, and the platform complies with SOC 2 and ISO 27001 best practices. Endpoints communicate over encrypted channels with strong authentication. The architecture supports regional data residency, enabling MSPs to meet local regulatory requirements.

Team & Company Credentials

Intelligent Cyber Services Inc., headquartered in San Diego, California, is privately held and registered as a for profit corporation. The founders have extensive experience in managed services, cybersecurity, and AI development. The team has built MSP operations and understands the industry s pain points firsthand. Advisors include experts in cloud architecture, compliance, and business development. The company maintains an active business license in California and can provide registration documents upon request.

Conclusion & Call to Action

The MSP AI platform represents a new paradigm for managed service providers. By embedding intelligent agents on every endpoint and orchestrating them through a secure, multi-tenant platform, MSPs can automate routine tasks, gain actionable insights, and deliver higher quality services at scale. This lite paper provides the high-level vision needed for early-stage investors and partners. Interested parties can contact the Intelligent Cyber Services team to request detailed technical documentation, business registration information, or pilot access. Together, we can transform the managed services landscape