XTIUM

XTAI · OVERVIEW

The AI-native MSP that runs your AI, governs it, and prices it on outcomes.

For IT leaders who need AI in production, not another pilot: from readiness to governed agents, including voice, vendor agnostic and backed by the network, cloud and security we already run.

One accountable partner	Vendor, model and platform agnostic	Outcome-based pricing



#1 of 17 in Automation & AI (Gartner, 2026) · **4x** MNS Magic Quadrant Leader · **2026 AI MSP of the Year** (MSP 501)

The pressure to add AI is real. So is the risk.

84%

of CIOs are increasing AI budgets in 2027.

The mandate to act is here.

Gartner, 2027 CIO & Technology Executive Survey

95%

of generative AI pilots deliver no measurable P&L impact.

Spend is not the same as value.

MIT NANDA, Jul 2025

40%+

of agentic AI projects will be scrapped by end of 2027 on cost, unclear value or weak risk controls.

Cost, value and risk decide which AI survives.

Gartner, Jun 2025

Where AI stalls, and what changes with XTAI

The blocker	What it looks like today	What changes with XTAI	Business outcome
Agent sprawl	Every vendor ships its own AI add-on, license and console. No one sees all of it.	One pane of glass for every agent, from every vendor, with policy that cascades to all of them.	AI scales past the pilot
Security blind spots	Every agent is a new door into your data, and you cannot see who is walking through.	Every agent authenticated, permissioned and auditable, under one set of policies.	Security built in, not bolted on
Audit and compliance	If the auditor asks what your AI did, evidence is assembled by hand, weeks later.	A complete action trail for every agent, exportable for your auditors.	Audit-ready on demand
Runaway cost	Per-seat and per-token bills with no link to results. Value is left for you to prove.	Success defined up front. Pricing includes a component tied to outcomes, plus cost visibility for the AI you run yourself.	Spend you can forecast and defend
Vendor lock-in	Each vendor's AI works best inside its own ecosystem, which limits what you can do.	Support for the major AI platforms, including Microsoft Copilot, Claude and ChatGPT, so you choose what fits.	No lock-in
Where to start	An AI mandate, no clear starting point, and unsure whether your data is ready.	A readiness assessment that leads to a governed platform and a team that runs it, not a slide deck.	Faster path from pilot to production
Missed calls, high cost	After-hours and peak calls go to voicemail or to costly overflow.	XTAI Voice answers every call, books and resolves, and hands off complex calls with context.	Lower cost per call, more revenue captured

Sources: Gartner 2027 CIO & Technology Executive Survey; MIT NANDA, The GenAI Divide (Jul 2025); Gartner press release on agentic AI (Jun 2025). Gartner does not endorse any vendor, product or service depicted in its research publications.

XTIUM

XTAI portfolio

From advice to agents in production, built on the core services we already run.

01 FREE

AI Readiness Assessment

20 or 45-minute consultant-led discovery and a scored report across seven dimensions. Know where you stand before you spend.

02

AI Adoption Advisory

A 2 to 4 week paid engagement: prioritized roadmap, cost model and a clear 90-day plan.

03

Data Governance & Compliance

A 4 to 8 week engagement to classify data and design the governance framework your AI will run under.

04

Managed AI Services

Plan, deploy and fully manage AI from Microsoft, Anthropic and OpenAI, with data governance, guardrail policing, FinOps and license controls.

05

XTAI Orchestrator

One pane of glass and governed runtime for every AI agent: policy, guardrails, audit and FinOps, with multi-vendor LLM routing.

06

XTAI Custom Agents

Prebuilt and custom agents built around your workflows, all under Orchestrator-managed policy, guardrails, audit and cost control.

07

XTAI Voice

AI voice routing, auto attendant, scheduling and call QA. Live on XTIUM's own support line.

Why XTAI is different

Many providers cover one piece. XTAI covers governance, service desk, voice and agents, with one partner accountable.

One accountable partner	We advise, build and operate across network, ESD, UCaaS, CCaaS, DaaS, security and AI.	**Vendor, model and platform agnostic**	Works with Microsoft, Claude, ChatGPT and custom agents. Multi-model, with an on-premises option for sensitive workloads.
We run it for you	We design, connect, validate and run each agent and keep tuning it, so it is not another tool to manage.	**Outcome-based pricing**	A platform fee plus outcome-based components, with success defined up front. We share the risk.
Proven on ourselves	AI in our platforms for eight years. Agents touch 75% of our internal tickets.	**25+ years, plus a dedicated AI unit**	25+ years in IT services, 120+ certifications, and a dedicated AI business unit with its own leadership and engineering.

Recognized by analysts, trusted by 1,700+ organizations

PARTNER PERSPECTIVE

"The integration of voice, network, cloud and now AI, under one managed umbrella is truly impressive and solves many of the problems integrating AI going forward."

Michael Riddell, President, Convergence Communications Strategies

GARTNER

"Highly Automated & AI Driven: XTIUM cuts alert noise by 90%+, supports agentic AI workflows for autonomous network operations, & automatically resolves incidents before users are impacted."

Gartner, Magic Quadrant for Managed Network Services, Apr 2026

GARTNER

"XTIUM demonstrates excellent market alignment by accurately anticipating the shift toward AI-native autonomous operations and hybrid work demands."

Gartner, 2026 Magic Quadrant research

Who XTAI is built for

Organizations: mid-market in North America and Europe, plus larger SMBs and select enterprises.

Your profile: an AI mandate or pilots, high call or ticket volume, regulated data and a lean IT team.

Industries: retail and automotive, manufacturing and distribution, professional services, healthcare, financial services.

Built for the whole buying committee

CIO / CTO: scale AI without adding risk, headcount or another vendor.
CISO: security and guardrails on every agent.
CFO and audit: spend tied to results, and an action trail for every agent.
COO / CX: answer every call and clear the backlog.

How it fits together

One governance layer across AI agents, network operations and cloud, vendor agnostic.

XTAI ORCHESTRATOR

One governance layer that makes every enterprise AI-ready

Security | Compliance | Guardrails | FinOps

AGENT MANAGER

Govern and control AI agents throughout their lifecycle.

- Live observability and complete action history
- Governed knowledge sources and access
- Runtime policies and intervention

XTAI AGENTS

Adopt, configure and deploy enterprise AI agents.

- XTAI Voice, XTAI Headstart and XTAI Frontline
- No-code configuration aligned to customer needs
- Custom agents for specific workflows

XTAI NETOPS

Apply AI-driven intelligence across managed networks.

- Network health and performance visibility
- Event correlation and anomaly detection
- AI-assisted investigation and automation

CLOUD MANAGER

Govern and operate cloud and desktop workloads.

- Workload and service visibility
- Provisioning, governance and automation
- Consumption and optimization insights

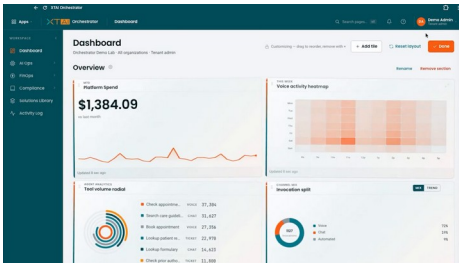
Model and platform agnostic

Support multiple models, providers, third-party AI services, tools and integrations without rebuilding the governance layer.

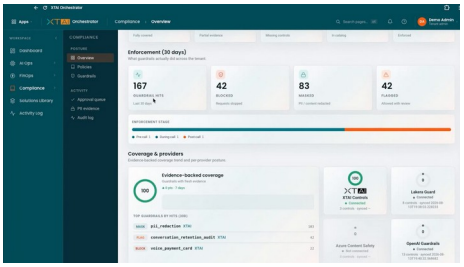
Security | Compliance | Guardrails | FinOps

See it in action

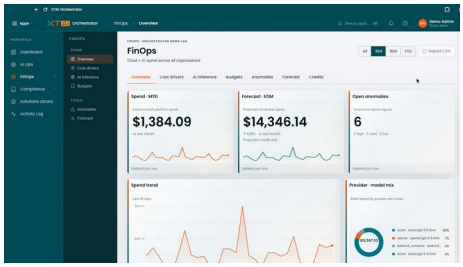
XTAI Orchestrator: every agent, every vendor, one view. Illustrative demo environment.



Dashboard: spend, activity and agent usage in one place.



Compliance: guardrail hits blocked, masked and flagged.



FinOps: cloud and AI spend, forecast and anomalies.

About XTIUM

XTIUM is a global AI-native MSP trusted by more than 1,700 organizations. Through XTAI, we help businesses assess, govern, deploy and operate AI, while delivering secure cloud, network, cybersecurity, digital workplace and communications services.

See where you stand

Free AI Readiness Assessment*: a 20 to 45-minute conversation and a scored report with a prioritized roadmap.

XTAI Voice ROI: bring your call volumes, costs and call mix. We model what your calls cost today, and could cost and capture, then prove it in a pilot on your live calls.

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