

Half your tickets are password resets. Your engineers know it.

Pureblue builds AI teammates for MSPs and internal IT teams. Tier-1 resolution, runbook-driven answers, and client documentation — handled by role-trained AI so your engineers work the tickets that actually need them.

MEET YOUR NEW TEAMMATE

Tier-1 Service Desk Agent

Resolves routine tickets from your own runbooks and client documentation, escalates with full context when it can't, and keeps every client's environment details straight.

Tier-1 Ticket Resolution

TODAY

Engineers burn hours on password resets, access requests, and how-do-I questions.

WITH PUREBLUE

Routine tickets are resolved from your runbooks automatically; escalations arrive with the environment, history, and troubleshooting already attached.

Runbook & Knowledge RAG

TODAY

Tribal knowledge lives in senior engineers' heads and a stale wiki nobody trusts.

WITH PUREBLUE

Your documentation becomes a live knowledge base the AI teammate answers from — per client, per environment, always current.

Client Onboarding Docs

TODAY

New client environments are documented by hand, weeks after go-live, if at all.

WITH PUREBLUE

Onboarding intake, asset inventories, and environment documentation are generated and kept structured from day one.

Built on a production-proven platform



The same workflow platform in production in investment banking and rolling out across HVAC field service



Ticket-shaped, runbook-driven work maps directly onto deterministic workflows



Escalation paths built in — the AI handles the routine, humans handle the judgment calls

Fixed-scope implementation

We design, build, and deploy your first AI teammate and its workflows — live in weeks, not quarters.

Platform subscription

Hosting, models, monitoring, and continuous improvement included. Priced against a hire, not a software seat.

Augmentation, not replacement

Your people handle judgment calls; the AI teammate handles the repetitive work between them.