

## Faster Answers. Smarter Support.

Managing multiple GFI appliances can be complex and time-consuming. GFI AppManager AI changes that—giving your team instant access to product knowledge, configuration guidance, and licensing details in seconds.

For partners, it's a high-value tool that enhances support, reduces time spent on troubleshooting, and helps you deliver faster service across every customer account.

### Why Choose GFI AppManager AI?

#### ✓ Instant Answers, No Manual Search

Ask natural language questions like “How do I configure alerts?” and get real-time, clear guidance—no need to search documentation.

#### ✓ Product Knowledge On-Demand

From license details to troubleshooting steps, the AI provides accurate, GFI-specific answers in seconds.

#### ✓ Centralized Visibility Across Clients

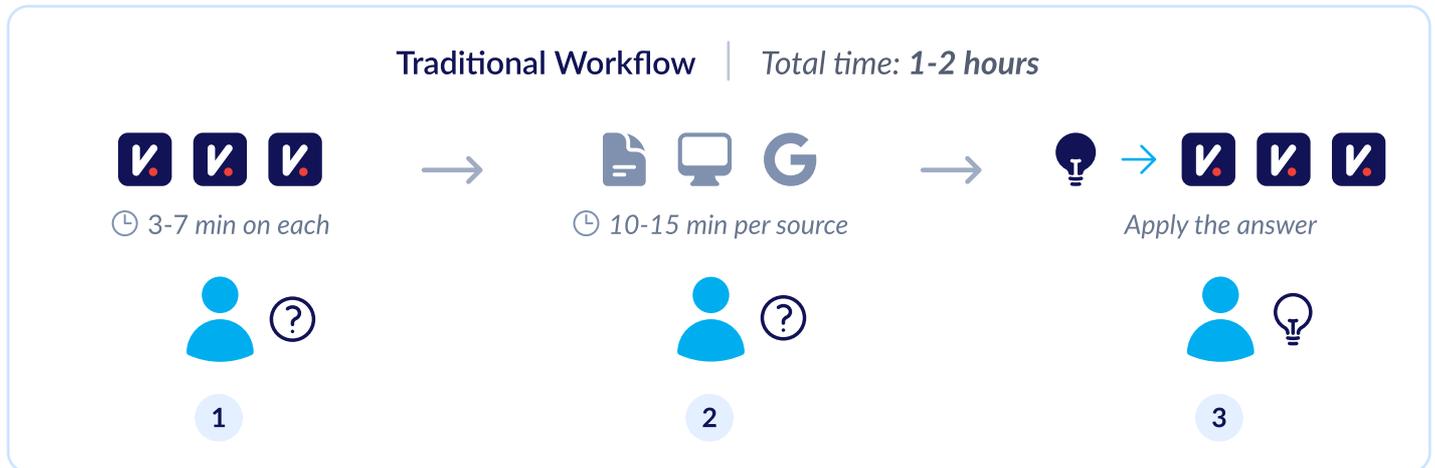
View appliance information across all customers from one platform—ideal for resellers and IT teams managing multiple environments.

### Who should use it?

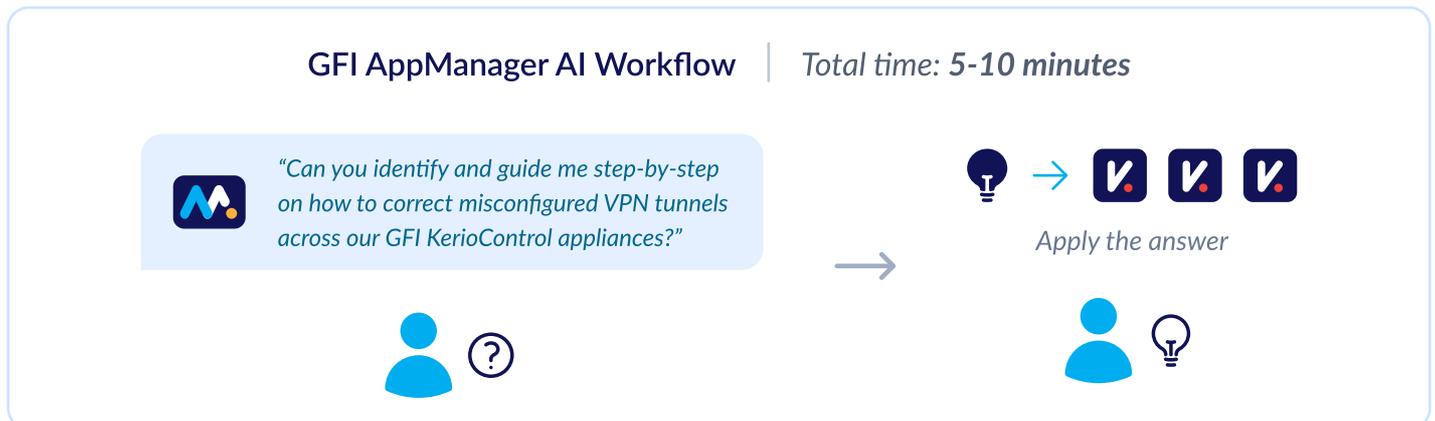
-  Resellers & MSPs supporting multiple customer accounts.
-  IT Administrators overseeing multiple GFI appliances.
-  Support Teams handling frequent product, config, or licensing questions.
-  Multi-Location Businesses needing centralized oversight.

## Sample use case

Issue: Identify and correct VPN misconfigurations across multiple GFI KerioControl appliances.



1. Check each GFI KerioControl Appliance, review and identify if they have VPN tunnels configured. Approximately 3-7 minutes on each appliance.
2. If the setting isn't obvious or there is lack of previous knowledge on VPN tunnels the user also needs to read documentation: 10-15 minutes per source.
3. After some time the user will find the answer and proceed to apply it to all the appliances they manage.



- Ask: "Can you identify and guide me step-by-step on how to correct misconfigured VPN tunnels across our GFI KerioControl appliances?"
- Get an instant answer and clear, actionable steps.
- Apply the fix confidently—no manual searches, no guesswork.

Outcome: Immediate insight. Guided resolution. Hours saved.

## What's beyond GFI AppManager AI capabilities?

While AppManager AI delivers fast, accurate answers, it's important to know where it stops:

-  **No automated monitoring or alerts**  
GFI AppManager handles monitoring, but the AI does not initiate or trigger alerts.
-  **No direct changes or configurations**  
AI provides guidance, but users remain in full control of making changes.
-  **No replacement for expert judgment**  
Complex or sensitive decisions still require human oversight.

---

## Boost Your Service Offering with GFI AppManager AI

-  **Deliver Faster Support**  
Respond quickly and confidently to product-related questions.
-  **Enhance Customer Value**  
Add AI-powered assistance to your managed services portfolio.
-  **Reduce Support Overhead**  
Cut time spent searching for answers or training new team members.

---

## Licensing & Availability

GFI AppManager AI is a paid add-on, licensed per GFI AppManager instance. Available for resellers and customers managing multiple appliances.

Give your clients the clarity and speed they need—right when they need it.

Contact us today to learn more about offering GFI AppManager AI.

 [sales@gfi.com](mailto:sales@gfi.com)

 [gfi.ai/appmanager](https://gfi.ai/appmanager)