GFI AppManager AI is an intelligent assistant designed to enhance the functionality of GFI App Manager, a centralized platform for managing multiple GFI products such as GFI KerioControl, GFI KerioConnect, GFI Archiver, and others. The AI enables users to retrieve critical information quickly, streamline appliance management, and bridge the knowledge gap without manually searching through documentation.

Who can access it?

- **Resellers:** GFI AppManager AI is available for resellers managing multiple customer accounts.

- **Reseller Teams:** Any colleague within a reseller organization with access to GFI AppManager can use the AI.

- **Customers:** Available to customers who have at least **one appliance**, though the benefits increase significantly for those managing multiple appliances.

Licensing

GFI AppManager AI is licensed as a singular add-on per GFI AppManager instance. It is available for resellers and customers managing multiple appliances. It is not included as part of the standard GFI AppManager package and must be purchased separately.

Key benefits

◔ Time efficiency

- Quickly retrieves information instead of manual searching.

- Saves significant time, particularly for users managing **multiple appliances.**

- Manual searches for specific configurations or troubleshooting steps can take from 5 minutes to hours, whereas GFI AppManager AI provides immediate answers.
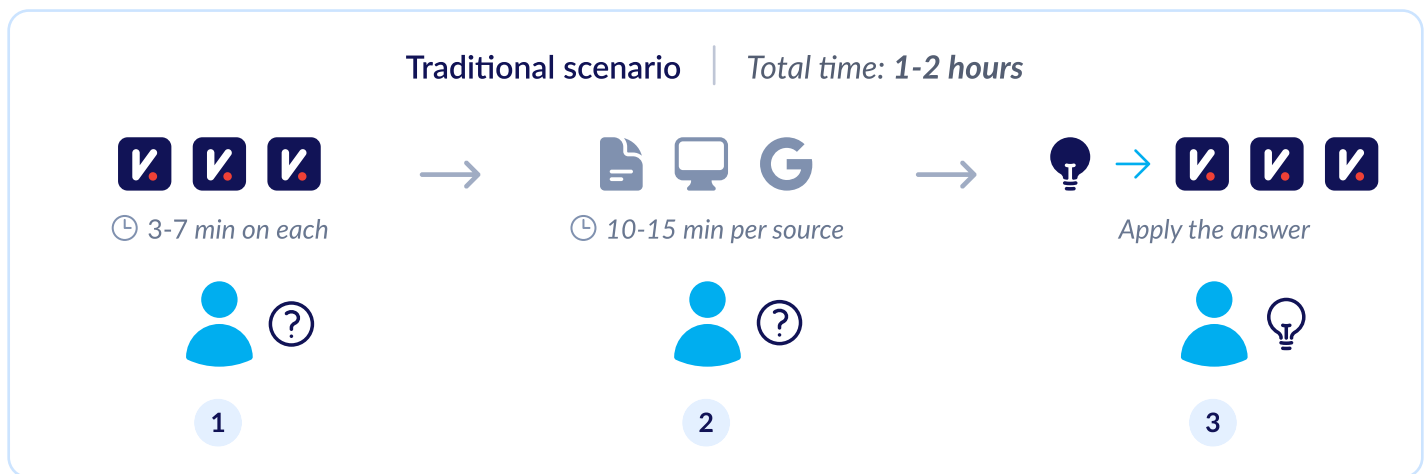
📖 Bridging the knowledge gap

- Users can ask any product-related question without searching through documentation.

- Provides **accurate, real-time answers** in multiple languages.

- Eliminates the need for external searches (manuals, Google, other AIs).

- Also particularly valuable for new customers unfamiliar with GFI products, as it helps **shorten their learning curve.**
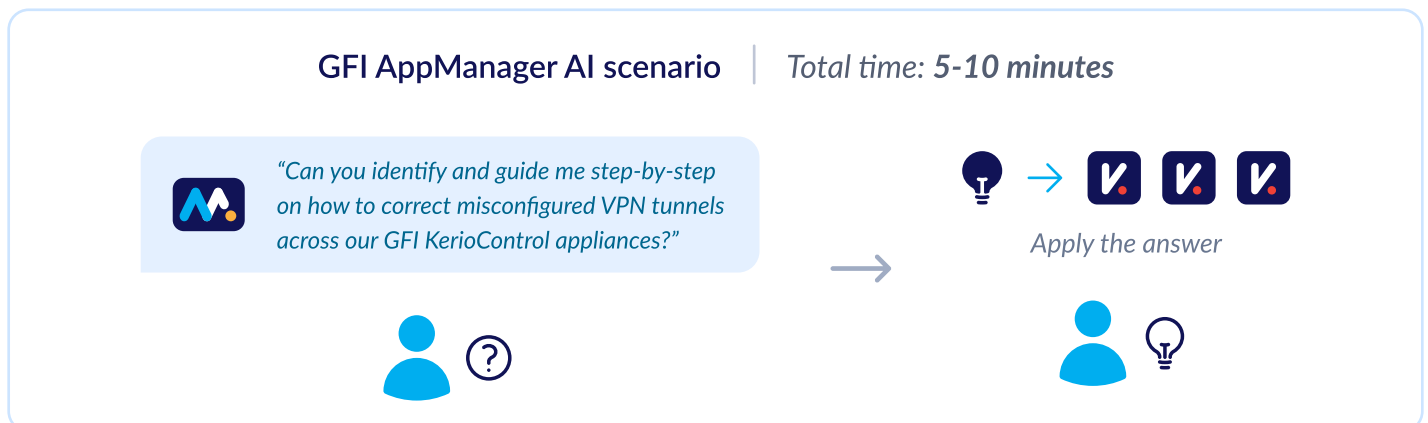
Who should use it?

Resellers & MSPs managing multiple customer accounts.

Support Teams needing quick answers about configurations, vulnerabilities, and troubleshooting.

IT Administrators overseeing multiple GFI appliances.

Multi-location businesses managing appliances across different regions.

Sample use case

Issue: Identify misconfigured VPN tunnels in the managed GFI KerioControl appliances and fix them.

Traditional scenario | Total time: **1-2 hours**

🕐 3-7 min on each   🕐 10-15 min per source   Apply the answer

1   **2**   **3**

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.

GFI AppManager AI scenario | Total time: **5-10 minutes**

"Can you identify and guide me step-by-step on how to correct misconfigured VPN tunnels across our GFI KerioControl appliances?"

Apply the answer

The user asks the question to GFI AppManager AI, gets the reply almost instantly and guidance on how to apply the steps specifically on each of the appliances.

GFI Software™

What's beyond GFI AppManager AI capabilities?

While the AI provides fast and accurate answers, it does not:

- **Perform actions -** It guides users but does not change configurations

- **Replace expert decision-making** – GFI AppManager AI provides suggestions, but complex security or networking decisions still require human expertise.

Unlock the full potential of GFI App Manager AI and take control of your appliance management with speed and precision. Contact us today to learn more.