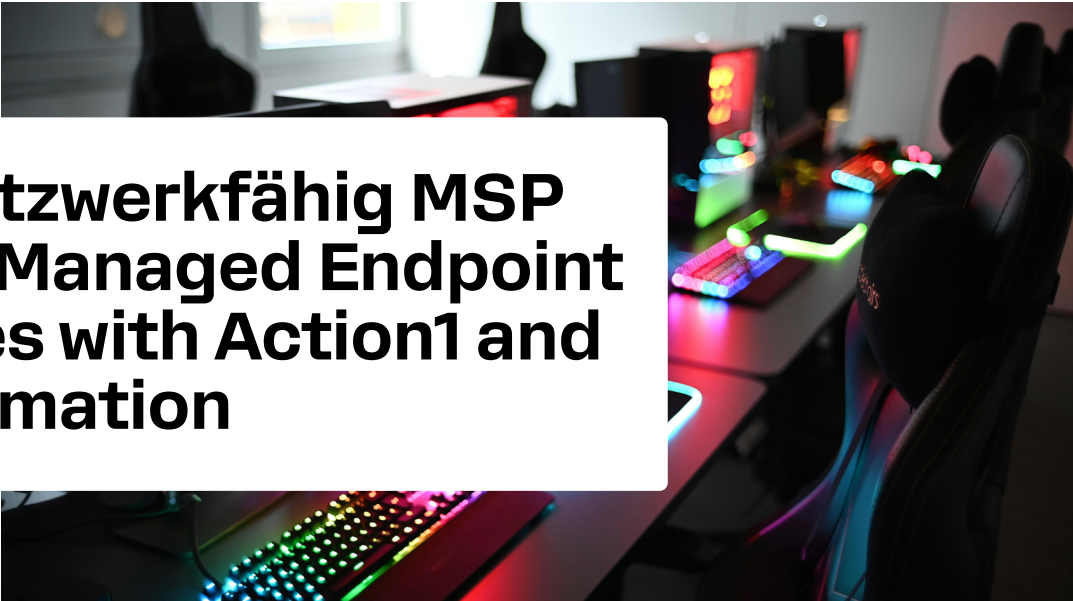




How netzwerkfähig MSP Scales Managed Endpoint Services with Action1 and AI Automation

By combining Action1 with AI-powered automation, netzwerkfähig delivers management-ready security reporting, faster endpoint responses, and a scalable managed services experience.

netzwerkfähig

Company Profile:

netzwerkfähig is a Cologne-based IT systems integrator and managed services provider (MSP) that helps small and medium-sized businesses modernize, secure, and manage their IT environments. The company specializes in modern workplace solutions, Microsoft 365, cybersecurity, IT and AI consulting, endpoint management, and patch management. By combining technical expertise with automation and AI-driven services, netzwerkfähig helps customers improve security, increase operational efficiency, and gain greater visibility into their IT infrastructure.

Headquarters: Köln, Germany

Industry: MSP

Website: netzwerkfaehig.de

Endpoints Managed: 1,000+

Meeting the Growing Demands of Managed Services

As netzwerkfähig's managed services business expanded, customer expectations evolved. Clients no longer wanted basic patching reports or lists of devices – they wanted clear visibility into their security posture, measurable progress over time, and actionable recommendations that could help them make informed decisions.

To meet these demands while continuing to scale efficiently, netzwerkfähig built its managed endpoint service on Action1 and enhanced it with self-hosted, local-only AI-powered automation. This enabled faster access to endpoint information, improved reporting, and more streamlined service delivery while keeping data processing aligned with GDPR requirements.

Key Results

- Delivered management-ready security reports with trends, risks, and recommended actions.
- Enabled technicians to retrieve endpoint and security data instantly through AI-powered workflows.
- Reduced manual effort and streamlined operations while maintaining strong governance and control.

Turning Endpoint Data into Actionable Customer Insights

As customer environments grew, so did the volume of endpoint data and reporting requests. Customers wanted to know which devices were missing BitLocker encryption, which endpoints were exposed to known vulnerabilities, what software was installed across their environment, and how their security posture had changed from week to week.

Answering these questions often requires technicians to navigate multiple management portals, export data, and manually assemble reports. While the information was available, delivering it in a meaningful and timely way became increasingly difficult as the business scaled.

netzwerkfähig needed a way to provide deeper visibility and more valuable reporting without increasing operational overhead. The company wanted to spend less time gathering data and more time helping customers improve security and reduce risk.

Building an AI-Powered Endpoint Management Service with Action1

Action1 became the foundation of netzwerkfähig's managed endpoint service, providing centralized patch management, vulnerability detection, software inventory, software deployment, and reporting capabilities. With a single platform managing endpoint operations, technicians could efficiently support multiple customer environments while maintaining consistent service quality.

To further improve efficiency, netzwerkfähig integrated Action1 with its AI assistant, Leo. Through Microsoft Teams and an internal chat tool powered by local AI, technicians can use natural language to retrieve endpoint information such as software inventory, BitLocker status, open CVEs, affected devices, patch status, and system details. This enables faster analysis, improved reporting, and more efficient service delivery directly from the chat interface.

The company also implemented strict access controls through SSO-based role management. All employees have visibility into endpoint data. This approach allows netzwerkfähig to combine the speed and convenience of AI-driven workflows with the governance and auditability required for managed services.

Delivering Better Visibility, Faster Response, and Scalable Growth

By building its managed endpoint service on Action1 and extending it with AI-powered automation, netzwerkfähig has transformed endpoint management from a routine operational task into a strategic customer service. The company now delivers faster answers, more actionable security insights, and a higher-quality customer experience while reducing manual effort for its technicians. As customer expectations continue to evolve, netzwerkfähig has established a scalable foundation that enables it to grow its managed services business without compromising efficiency or service quality.

Customer reporting has also become significantly more valuable. Rather than receiving raw technical data, customers receive management-ready reports that highlight trends, identify risks, track progress, and recommend next steps. For example, BitLocker reporting now provides clear visibility into affected devices, risk exposure, and remediation priorities.

The result is a more scalable managed service offering that benefits both the MSP and its customers. End users gain faster answers, stronger security visibility, and more actionable reporting, while netzwerkfähig gains operational efficiency, service differentiation, and a stronger foundation for continued growth.



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