



Trusted Runtime Truth Powers Sera AI's Service and Incident Management Vision

Sera AI is trained on 900+ proven use cases and 10+ years of service data. [Runtime truth is what it needs to act on those patterns safely](#)

Xurrent's Sera AI saves service desk specialists an average of half a full-time employee's worth of work — through automated summaries, intelligent routing, and real-time automation. Every one of those gains depends on the accuracy of the configuration data behind each ticket and workflow. That is precisely what Virima's Trusted Runtime Truth provides — a near-real-time, discovery-sourced CI layer that makes Sera AI act on ground truth, not stale records.

OUTCOMES DELIVERED TOGETHER

75%

Faster ticket resolution with Sera AI + accurate CI context

80%

Fewer misrouted tickets — with ownership data Sera AI can actually use

0.5_{FTE}

FTE - Productivity saved per specialist

60_{min}

To first dependency map from first Virima discovery scan

WHAT YOU ALREADY HAVE — AND WHAT VIRIMA ADDS

XURRENT + SERA AI — WHAT YOU ALREADY HAVE

Intent Understanding & Routing

Sera understands natural language, classifies tickets, and routes them to the right team automatically — cutting misrouted tickets by up to 80%. Correct routing depends on knowing which team owns which CI

Predictive Prioritization

Sentiment-aware ticket classification trained on 900+ proven use cases and 10+ years of service data. The predictions improve with every interaction.

Automation Builder

Describe automation in plain language; Sera generates the rule in seconds. Automated rules that touch infrastructure need accurate CI context to execute safely.

WHAT VIRIMA ADDS

Near-Real-Time CI Discovery

Agentless discovery with 140+ probes across on-prem, cloud, and hybrid environments keeps the Xurrent CMDB current — including which team owns which CI. Routing accuracy starts with ownership data Sera can trust.

ASD-Sourced Service Impact Context

Virima's ASD builds service relationships from discovered CI data and operational knowledge your teams already have — so Sera's prioritization reflects actual service impact, not just ticket categories.

CI Context for Safe Automation

ViVID overlays open incidents and planned changes onto the live service map — so automated rules Sera generates execute at the right scope. Governed automation, not blind automation.

Virtual Agent

Handles Tier-1 resolution autonomously — resolving requests, creating tickets, and closing issues without escalation.

Xurrent IMR — Incident Management Response

Built for SRE and DevOps teams. Detects anomalies across 150+ monitoring tool integrations, assembles response teams in a virtual war room, and tracks incident context in real time.

Bidirectional CI Sync for Self-Service

Virima keeps Xurrent's CI data current as assets are added, changed, or removed — so the virtual agent resolves requests using real CI state, not stale records.

ViVID™ Service Maps for IMR War Rooms

Virima's ViVID service map tells Sera AI which business services are impacted and who owns the infrastructure — so the right response team assembles in seconds, not after a 20-minute investigation.

BETTER TOGETHER — USE CASES

IMR: From Alert to Accurate Response

Xurrent IMR fires on 150+ monitoring tools. Virima's ViVID service map closes the gap — telling Sera AI exactly which business services are impacted and who owns the underlying infrastructure. The right response team assembles in the virtual war room in seconds, with full dependency context from the first moment.

Routing Accuracy with CI Ownership

Sera AI routes based on what it knows about CI ownership. Virima's discovery-sourced relationships capture that ownership automatically — lifecycle status, business criticality, assigned team — so Sera routes confidently without a manual registry.

Change Safety Before Execution

ViVID overlays open incidents and planned changes on the live service map. Before Xurrent approves any change workflow, teams see what else is in flight on the impacted path. Approved decisions become safe decisions.

Post-Incident CMDB Accuracy

After resolution, Virima's scheduled re-discovery confirms restored state and reconciles the CMDB. The next incident Sera AI handles starts from accurate ground truth — not the inherited state of the last one.

See Trusted Runtime Truth and Sera AI working together in your environment — first dependency map in under 60 minutes.

Learn more: virima.com/integrations/xurrent

At HDI Service & Support World? Let's connect — DM on LinkedIn.



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