



# Virima 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 safely and accurately.**

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 and dependency data behind each ticket, workflow, decision, and action. That is precisely what Virima's Trusted Runtime Truth provides — an authoritative, discovery-sourced, contextual CI layer that allows Sera AI to act on ground truth- not stale records, misinformation or unknowns.

## VIRIMA'S THREE PILLARS OF RUNTIME TRUTH

### Discover with Authority

Find every asset, track every attribute, flag stale records before they compound, resolve source conflicts automatically — so the data your AI agents rely on is not just a record of what was- but a reflection of what is.

# AI/ML

Discovery-driven accuracy, always current

### Understand in Context

Connect assets to services, dependencies, ownership, history, vulnerabilities, and blast radius. Move the conversation from visibility to live, automated intelligence — the kind that drives real decisions and defensible actions.

# 360°

Blast radius visibility before every change

### Govern Every Action

Make trust visible. Explainability, change approval workflows, role-based access controls, secure discovery, and auditability — so every human and AI action is backed by verifiable, explainable discovery data.

# 100%

Accountability

## FEATURED SERA AI CAPABILITIES

### Incident Management & Response

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

### Virtual Agent

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

### 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.

# HOW VIRIMA POWERS SERA AI

## Hybrid IT Discovery

Agent and agentless multi-protocol discovery across on-prem, cloud, and hybrid estates. Attribute-level authority with full source traceability and conflict resolution.

## Automated CMDB

Live, reconciled configuration records populated from authoritative multi-source discovery. CMDB health scoring and CI lifecycle tracking from deploy through decommission.

## ViVID™ Service Mapping

Dependency maps that stay current as infrastructure changes. Impact path tracing, blast-radius visibility, and change risk context — so you know what could break before it does.

## ITAM

Hardware and software lifecycle tracking with license compliance, end-of-service alerts, and asset financial visibility. The authoritative asset record AI agents need to govern licenses safely.

## ITOM

Streamline service delivery, change management, and problem management with contextualized visibility across your IT environment.

## Integrations & Connectors

Bi-directional Xurrent integration plus dozens of cloud and system management connectors—feeding your full stack CMDB with live, governed operational context leveraging tools you already have.

## BETTER TOGETHER — USE CASES

### Change Impact Analysis

Before approving any change, ViVID shows the full blast radius — impacted services, pending changes, and stakeholders. Approved decisions become safe decisions.

### CMDB Accuracy with Data Provenance

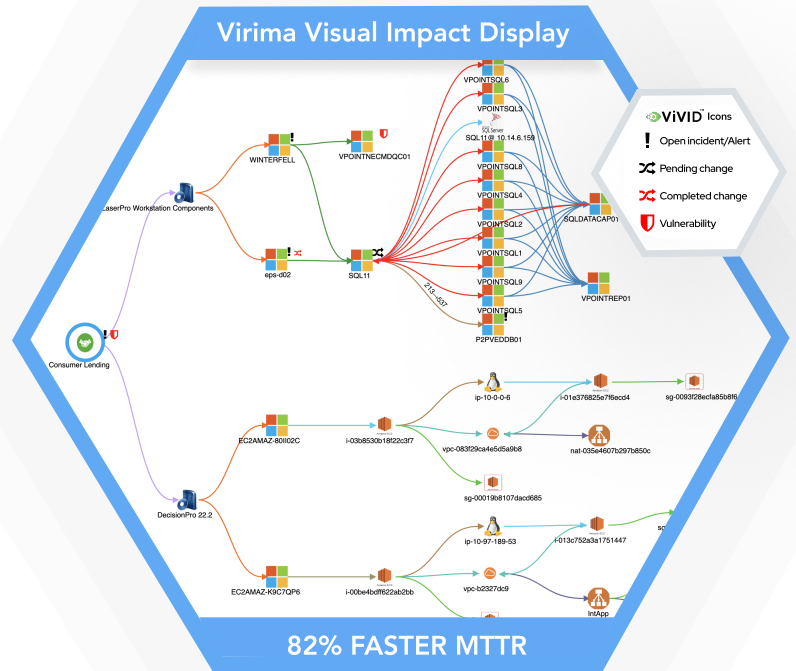
Multi-source discovery and iPaaS-powered sync keep Xurrent's CMDB current automatically. No drift, no dupes, no stale records.

### Incident Root Cause Analysis

When incidents happen, ViVID™ shows which CIs are involved, what's impacted, and what changed recently. Alert to root cause in minutes, not hours.

### Post-Change Reconciliation

Virima confirms what actually changed — not just what was approved — so the next change or incident starts from what is, not what was supposed to be.



## Virima Trusted Runtime Truth: The Foundation for Sera AI

Try Virima in your Xurrent environment — first map in under 60 minutes.

Find Virima iPaaS Integration available in the Xurrent App store

virima.com/integrations/xurrent | info@virima.com



Schedule Demo