INTELLIGENT AI ASSISTANCE FOR IT TEAMS

Empowering IT departments with AI-driven troubleshooting, automation, and compliance support built for efficiency, control, and data integrity.

Troubleshoot & Diagnose

Write Scripts and Automate

Produce Guides & Runbooks

EFFICIENTETHER

CYBER ESSENTIALS CERTIFIED

ISO Independently Approved Information Security Management Systems

ISO Independently Approved Quality Management System

Microsoft Proud to partner with Microsoft for Startups

ETHER ASSIST

Why AI in IT?

10M

Talent Shortfall

IT professionals needed by 2027

95%

AI Adoption

Professionals already using AI tools

24/7

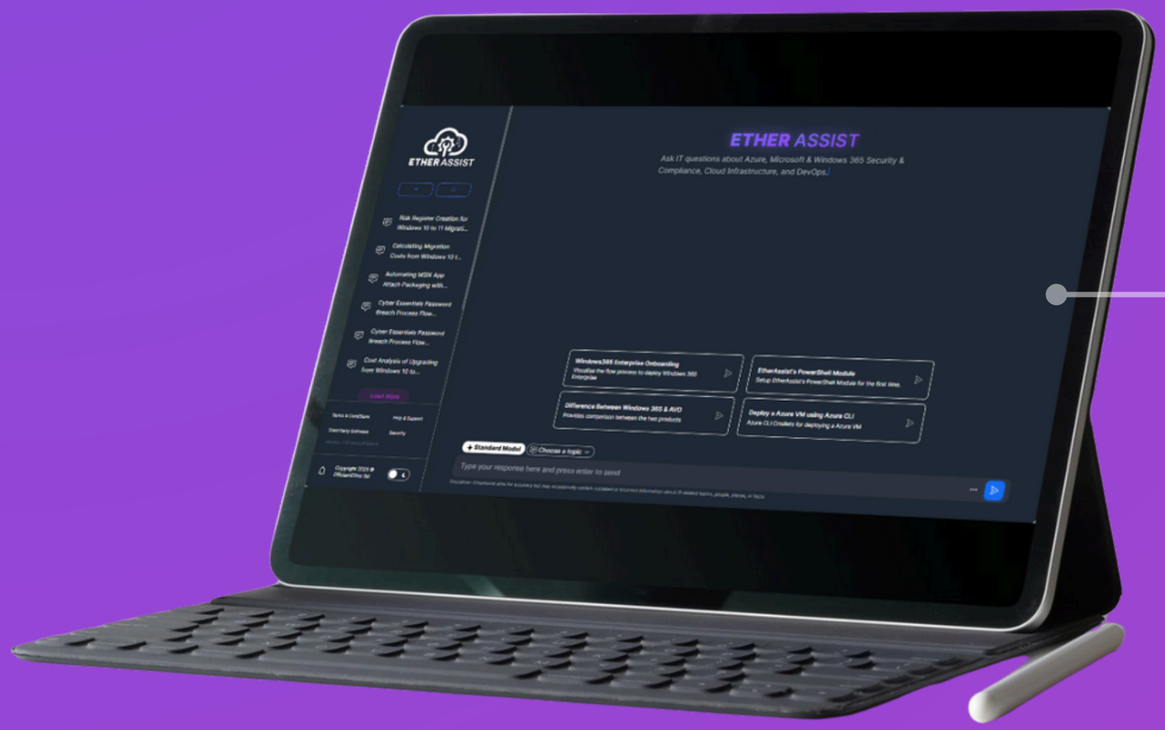
Demands

Modern IT requires constant vigilance

IT teams face unprecedented challenges with hybrid complexity, regulatory pressure, and budget constraints.

ETHERASSIST SOLUTION

PURPOSE-BUILT AI FOR IT OPERATIONS



ETHERASSIST IS NOT A GENERIC CHATBOT. IT'S AN AI ASSISTANT ENGINEERED FOR IT DEPARTMENTS:

- Live Troubleshooting – Diagnose and solve issues across endpoints, servers, and user environments. PowerShell + API Integration – Automate operational workflows at scale.
- Framework Guidance – Aligned with ISO 27001, Cyber Essentials, NIS2, and DORA.
- Secure Documentation & Translation – Draft, translate, and export technical content securely.

Enhance your team's speed, accuracy, and compliance, without growing headcount.

ETHER ASSIST

Real Use Cases & Outcomes

Frontline Support Efficiency

Quick diagnosis of login failures and connectivity issues

Knowledge-Based Assistance

Step-by-step guidance across complex environments

Automation and Documentation

PowerShell scripts and multilingual SOPs in seconds

> "EtherAssist has been invaluable for our team, supporting us with technical questions and policy creation." - Klinger UK Ltd

ETHER ASSIST

PLATFORM FEATURES & DATA CONTROLS

KEY CAPABILITIES AT A GLANCE

Security
Supports compliance frameworks with tailored processes and controls, including ISO 27001.

Data Protection:
Secure features like redaction, purge, and export

Basic, Advanced, Reflective Web Responses:
Tailored response capabilities ranging from basic answers for quick tasks to complex, advanced solutions for larger challenges, ensuring precise and scalable support across all operations.

Tools:
Connect to external sources, such as CVE databases, Windows 11 Compatibility to enhance decision-making and response strategies.

APIs:
Automate with APIs and PowerShell module.

Scripting:
Create scripts for automation using PowerShell and other scripting tools

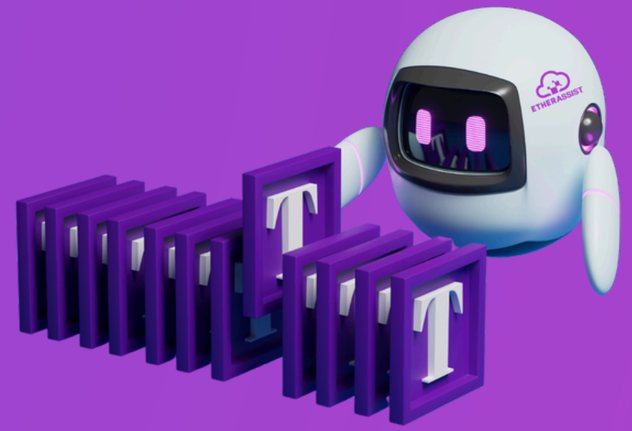
Troubleshooting:
Minimise downtime with rapid diagnostics and guidance.

Templates & Document Drafting:
Create reusable templates for efficiency

Language Translation:
Communicate globally with advanced translation.

Topics:
Continuously expanding topic coverage to ensure your IT needs are met with the most current knowledge and support

Partner Program and Portal:
A dedicated partner portal for supporting partners and their customers.



Data Protection & Location

Your in Control
You are in full control of your data and we do not use your data for training or other.

Data Purge:
Full control to remove all data as needed.

Data Redaction:
Redact questions and answers with Redaction policies

Export Data:
Easily export all user questions and responses.

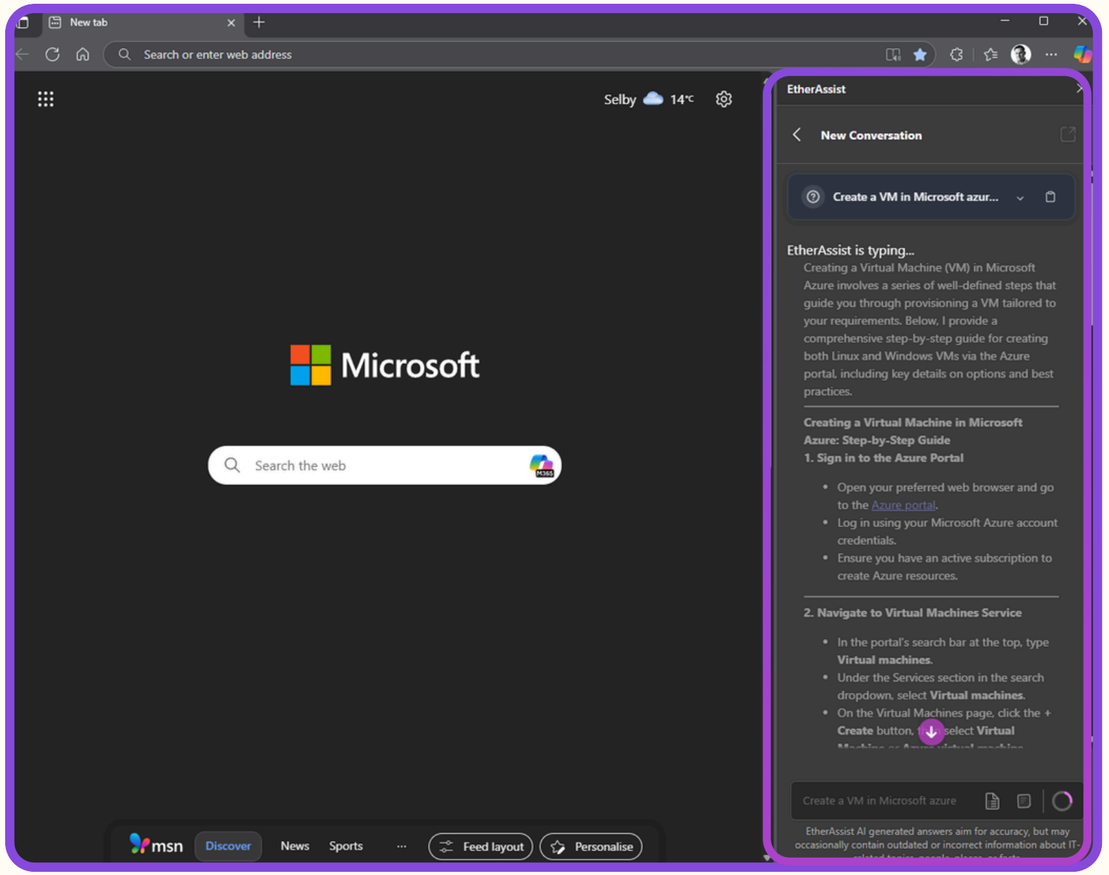
Reporting:
Comprehensive usage audit for both API and UI interactions

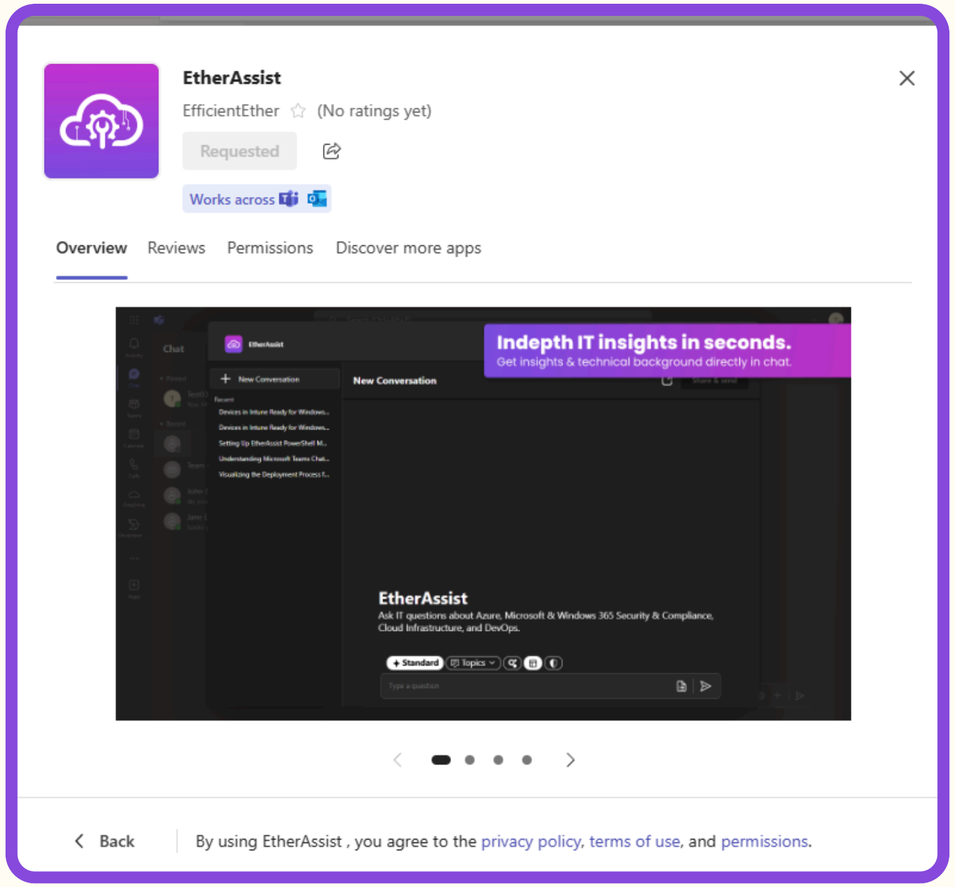
User Management and Control:
Manage and control user and admin access seamlessly.

ETHER ASSIST

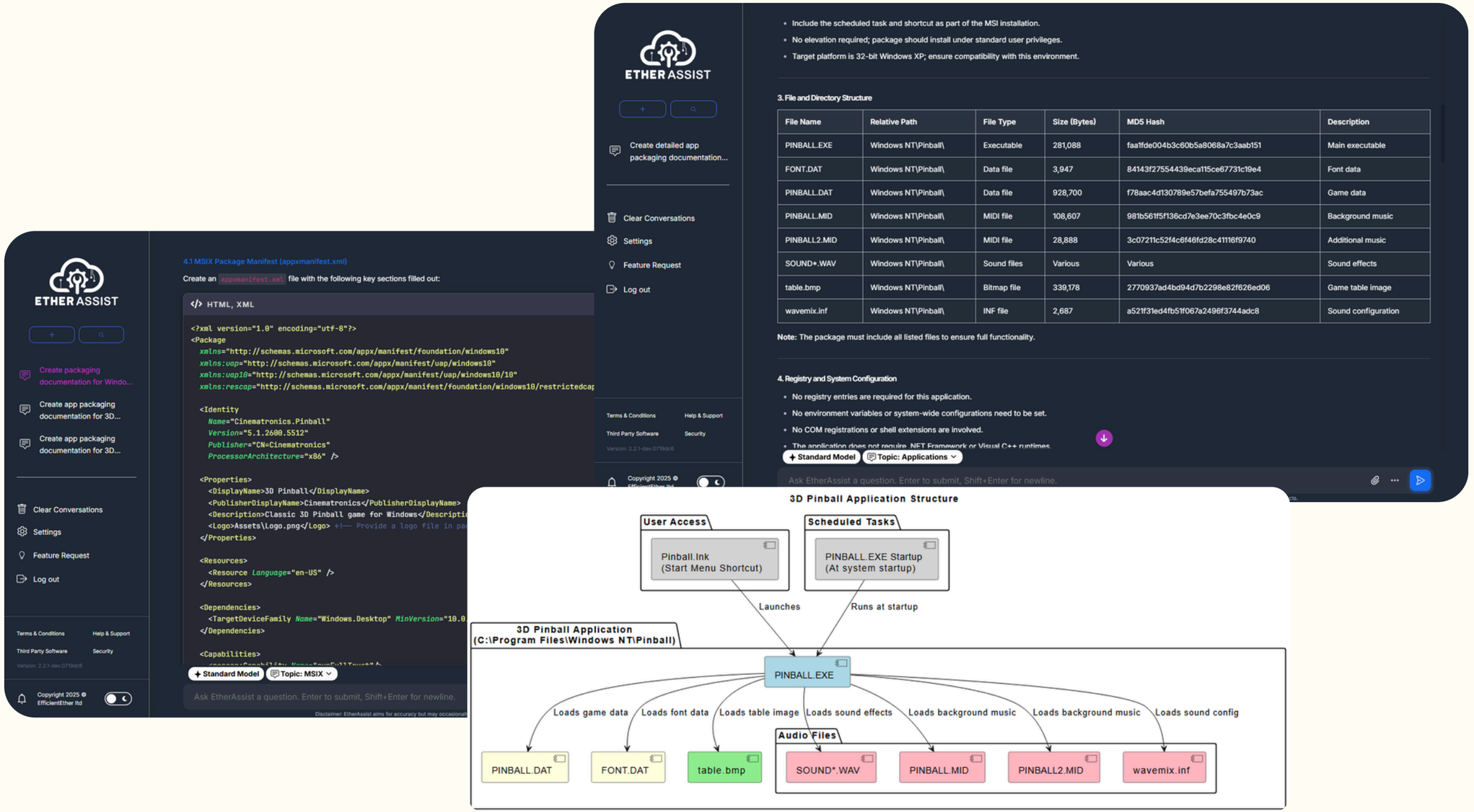
Extension: Brower + Microsoft Team

ETHER ASSIST



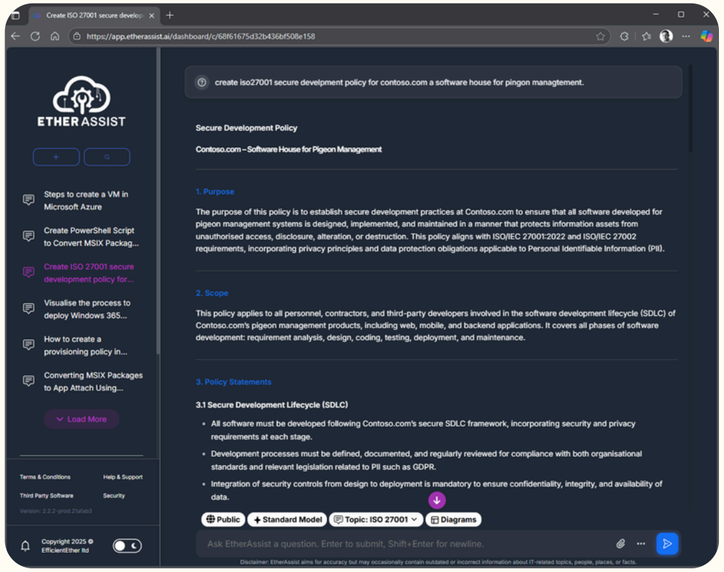


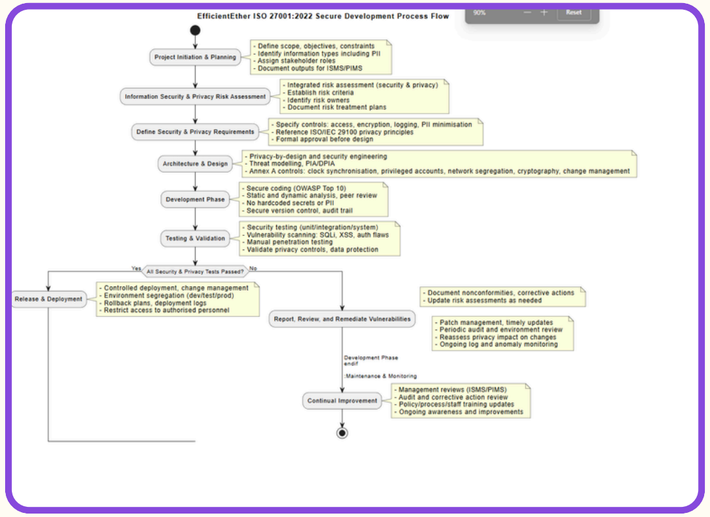
Integrations: EtherApps Forge

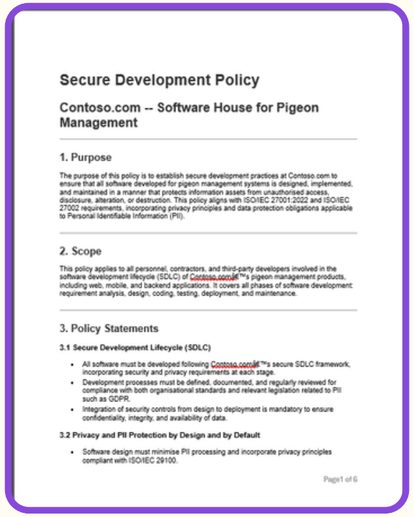


Compliance Assistant

- Review documents for gaps
- Draft policies & procedures
- Build audit checklists
- Framework-aware (ISO, CE, NIS2, DORA)
- Document uploads supported
- “What to look for” guidance






Secure Development Policy

Contoso.com -- Software House for Pigeon Management

1. Purpose

The purpose of this policy is to establish secure development practices at Contoso.com to ensure that all software developed for pigeon management systems is designed, implemented, and maintained in a manner that protects information assets from unauthorised access, disclosure, alteration, or destruction. This policy aligns with ISO/IEC 27001:2022 and ISO/IEC 27002 requirements, incorporating privacy principles and data protection obligations applicable to Personal Identifiable Information (PII).

2. Scope

This policy applies to all personnel, contractors, and third-party developers involved in the software development lifecycle (SDLC) of Contoso.com's pigeon management products, including web, mobile, and backend applications. It covers all phases of software development: requirement analysis, design, coding, testing, deployment, and maintenance.

3. Policy Statements

3.1 Secure Development Lifecycle (SDLC)

- All software must be developed following Contoso.com's secure SDLC framework, incorporating security and privacy requirements at each stage.
- Development processes must be defined, documented, and regularly reviewed for compliance with both organisational standards and relevant legislation related to PII such as GDPR.
- Integration of security controls from design to deployment is mandatory to ensure confidentiality, integrity, and availability of data.

3.2 Privacy and PII Protection by Design and by Default

- Software design must minimise PII processing and incorporate privacy principles compliant with ISO/IEC 29100.

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Windows 11 Readiness

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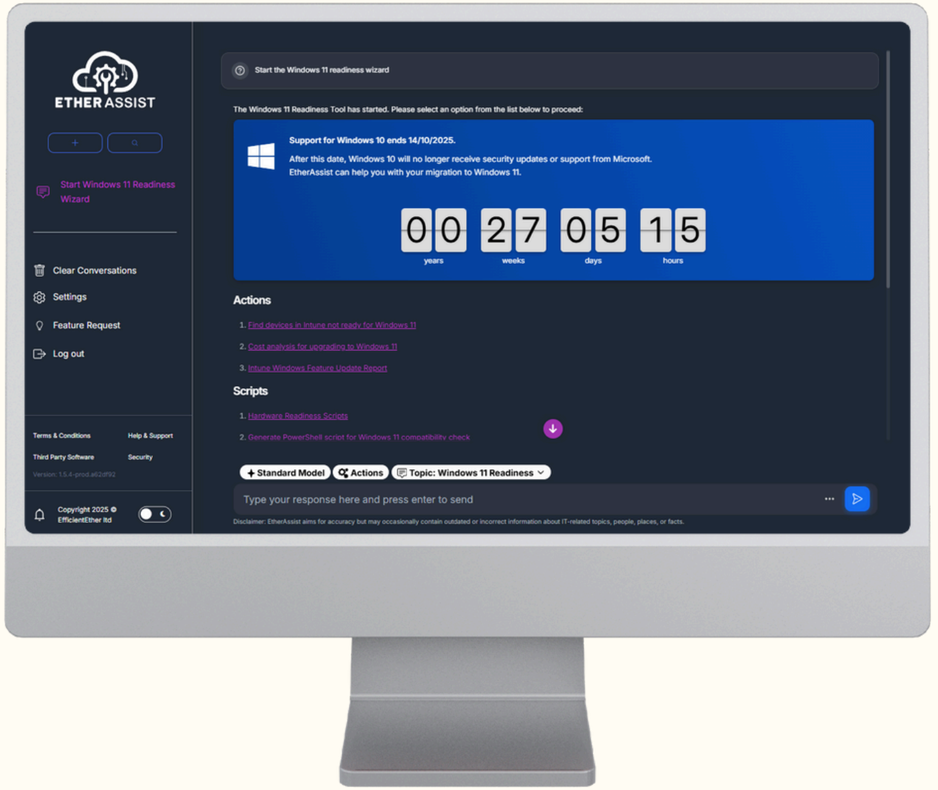
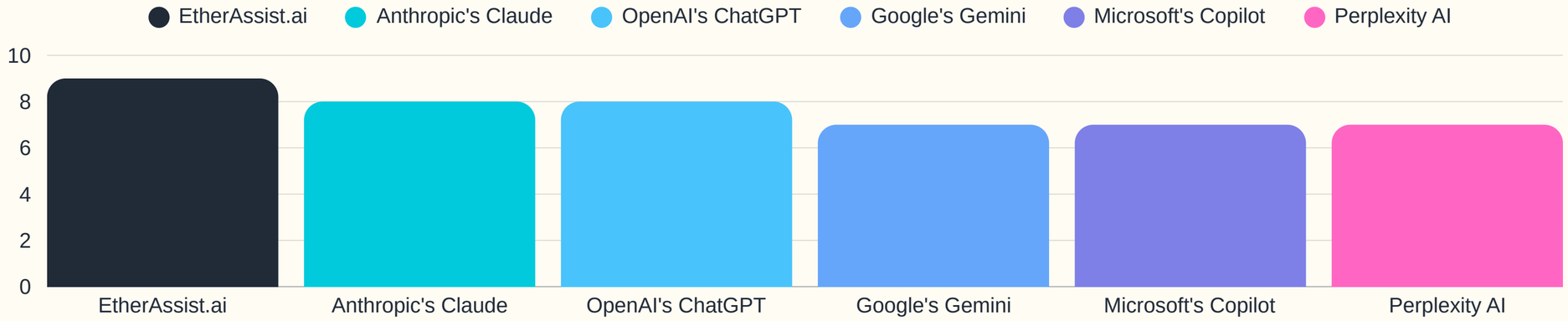
Windows 10 Support ended October 2025
Windows 11 is ready - are you?

- Assess hardware and application compatibility
- Review security and management capabilities
- Determine licensing and support needs
- Plan for deployment and communication



Make the move with confidence

Comparative Privacy Scorecard



Transparency (0–3 Points)

- 3: Clear, detailed, and easily accessible privacy policy and data processing information.
- 2: Generally clear disclosures with moderate detail.
- 1: Limited or somewhat vague information.
- 0: Minimal or no transparent disclosure.

User Control (0–3 Points)

- 3: Robust options to manage data (e.g., export, delete, opt-out, disable personalization).
- 2: Some control options available.
- 1: Basic or limited user controls.
- 0: No or negligible user control features.

Data Management Features (0–4 Points)

- 4: Advanced features like automated data purging, redaction, granular retention controls, and detailed usage reporting.
- 3: Good data management tools with most key features present.
- 2: Basic features provided.
- 1: Very limited functionality.
- 0: No additional data management features.

This key explains how the overall score (out of 10) is determined by adding scores from these three categories

External Validation of EtherAssist

EtherAssist Advantage

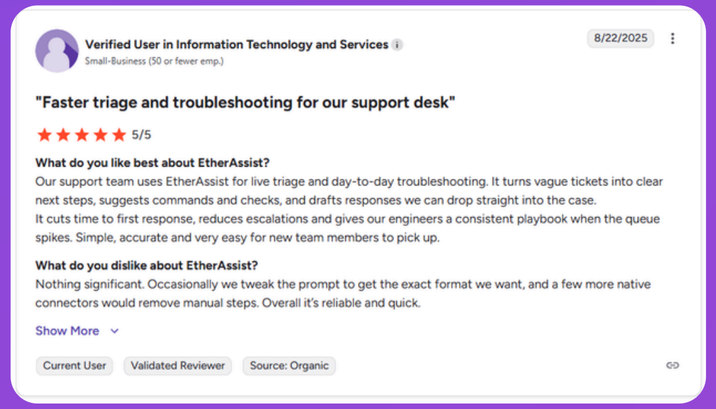
- Best for enterprise settings with complex environments
- Excels in providing tailored, in-depth guidance
- Supports strategic planning and compliance

Competitor Comparison

- Copilot offers quick solutions but lacks depth
- ChatGPT provides user-friendly but less specialized help
- Neither matches EtherAssist's IT-specific capabilities

ETHER ASSIST

G2 Reviews



Verified User in Information Technology and Services
Small-Business (50 or fewer emp.)
8/22/2025

"Faster triage and troubleshooting for our support desk"

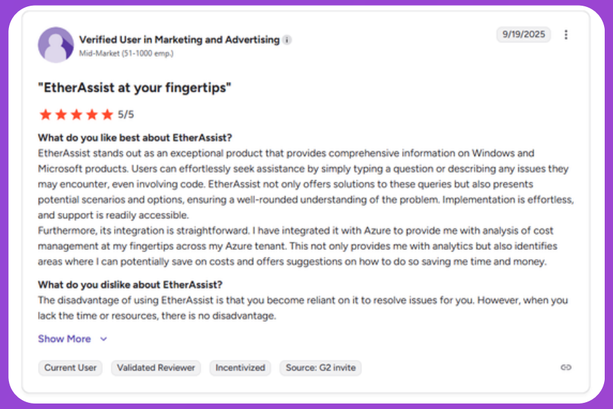
★★★★★ 5/5

What do you like best about EtherAssist?
Our support team uses EtherAssist for live triage and day-to-day troubleshooting. It turns vague tickets into clear next steps, suggests commands and checks, and drafts responses we can drop straight into the case.
It cuts time to first response, reduces escalations and gives our engineers a consistent playbook when the queue spikes. Simple, accurate and very easy for new team members to pick up.

What do you dislike about EtherAssist?
Nothing significant. Occasionally we tweak the prompt to get the exact format we want, and a few more native connectors would remove manual steps. Overall it's reliable and quick.

Show More

Current User | Validated Reviewer | Source: Organic



Verified User in Marketing and Advertising
Mid-Market (51-1000 emp.)
9/19/2025

"EtherAssist at your fingertips"

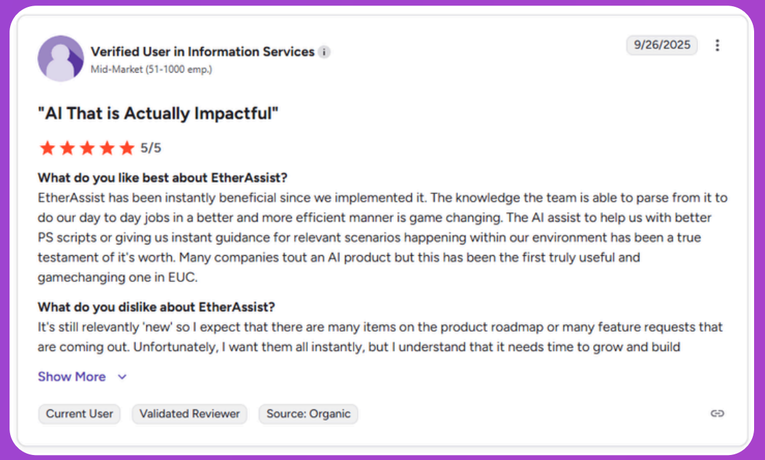
★★★★★ 5/5

What do you like best about EtherAssist?
EtherAssist stands out as an exceptional product that provides comprehensive information on Windows and Microsoft products. Users can effortlessly seek assistance by simply typing a question or describing any issues they may encounter, even involving code. EtherAssist not only offers solutions to these queries but also presents potential scenarios and options, ensuring a well-rounded understanding of the problem. Implementation is effortless, and support is readily accessible.
Furthermore, its integration is straightforward. I have integrated it with Azure to provide me with analysis of cost management at my fingertips across my Azure tenant. This not only provides me with analytics but also identifies areas where I can potentially save on costs and offers suggestions on how to do so saving me time and money.

What do you dislike about EtherAssist?
The disadvantage of using EtherAssist is that you become reliant on it to resolve issues for you. However, when you lack the time or resources, there is no disadvantage.

Show More

Current User | Validated Reviewer | Incentivized | Source: G2 invite



Verified User in Information Services
Mid-Market (51-1000 emp.)
9/26/2025

"AI That is Actually Impactful"

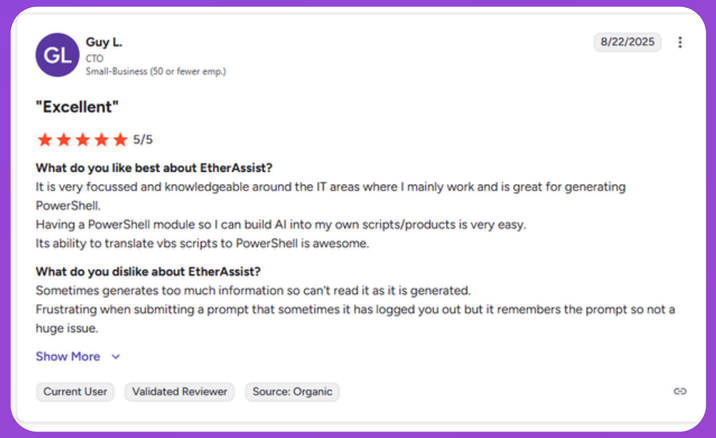
★★★★★ 5/5

What do you like best about EtherAssist?
EtherAssist has been instantly beneficial since we implemented it. The knowledge the team is able to parse from it to do our day to day jobs in a better and more efficient manner is game changing. The AI assist to help us with better PS scripts or giving us instant guidance for relevant scenarios happening within our environment has been a true testament of it's worth. Many companies tout an AI product but this has been the first truly useful and gamechanging one in EUC.

What do you dislike about EtherAssist?
It's still relevantly 'new' so I expect that there are many items on the product roadmap or many feature requests that are coming out. Unfortunately, I want them all instantly, but I understand that it needs time to grow and build

Show More

Current User | Validated Reviewer | Source: Organic



GL
Guy L.
CTO
Small-Business (50 or fewer emp.)
8/22/2025

"Excellent"

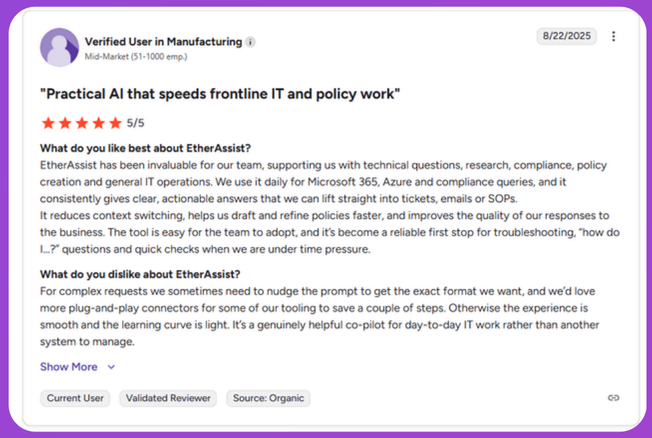
★★★★★ 5/5

What do you like best about EtherAssist?
It is very focussed and knowledgeable around the IT areas where I mainly work and is great for generating PowerShell.
Having a PowerShell module so I can build AI into my own scripts/products is very easy.
Its ability to translate vbs scripts to PowerShell is awesome.

What do you dislike about EtherAssist?
Sometimes generates too much information so can't read it as it is generated.
Frustrating when submitting a prompt that sometimes it has logged you out but it remembers the prompt so not a huge issue.

Show More

Current User | Validated Reviewer | Source: Organic



Verified User in Manufacturing
Mid-Market (51-1000 emp.)
8/22/2025

"Practical AI that speeds frontline IT and policy work"

★★★★★ 5/5

What do you like best about EtherAssist?
EtherAssist has been invaluable for our team, supporting us with technical questions, research, compliance, policy creation and general IT operations. We use it daily for Microsoft 365, Azure and compliance queries, and it consistently gives clear, actionable answers that we can lift straight into tickets, emails or SOPs.
It reduces context switching, helps us draft and refine policies faster, and improves the quality of our responses to the business. The tool is easy for the team to adopt, and it's become a reliable first stop for troubleshooting, "how do I...?" questions and quick checks when we are under time pressure.

What do you dislike about EtherAssist?
For complex requests we sometimes need to nudge the prompt to get the exact format we want, and we'd love more plug-and-play connectors for some of our tooling to save a couple of steps. Otherwise the experience is smooth and the learning curve is light. It's a genuinely helpful co-pilot for day-to-day IT work rather than another system to manage.

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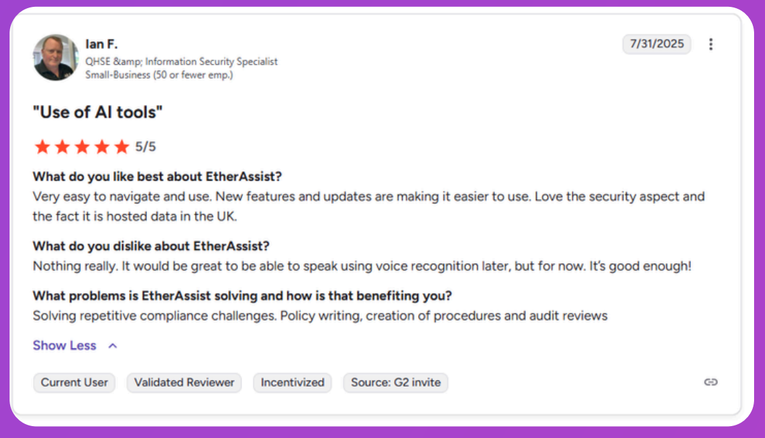
Current User | Validated Reviewer | Source: Organic



Ian F.
QHSE & Information Security Specialist
Small-Business (50 or fewer emp.)
7/31/2025

"Use of AI tools"

★★★★★ 5/5

What do you like best about EtherAssist?
Very easy to navigate and use. New features and updates are making it easier to use. Love the security aspect and the fact it is hosted data in the UK.

What do you dislike about EtherAssist?
Nothing really. It would be great to be able to speak using voice recognition later, but for now. It's good enough!

What problems is EtherAssist solving and how is that benefiting you?
Solving repetitive compliance challenges. Policy writing, creation of procedures and audit reviews

Show Less

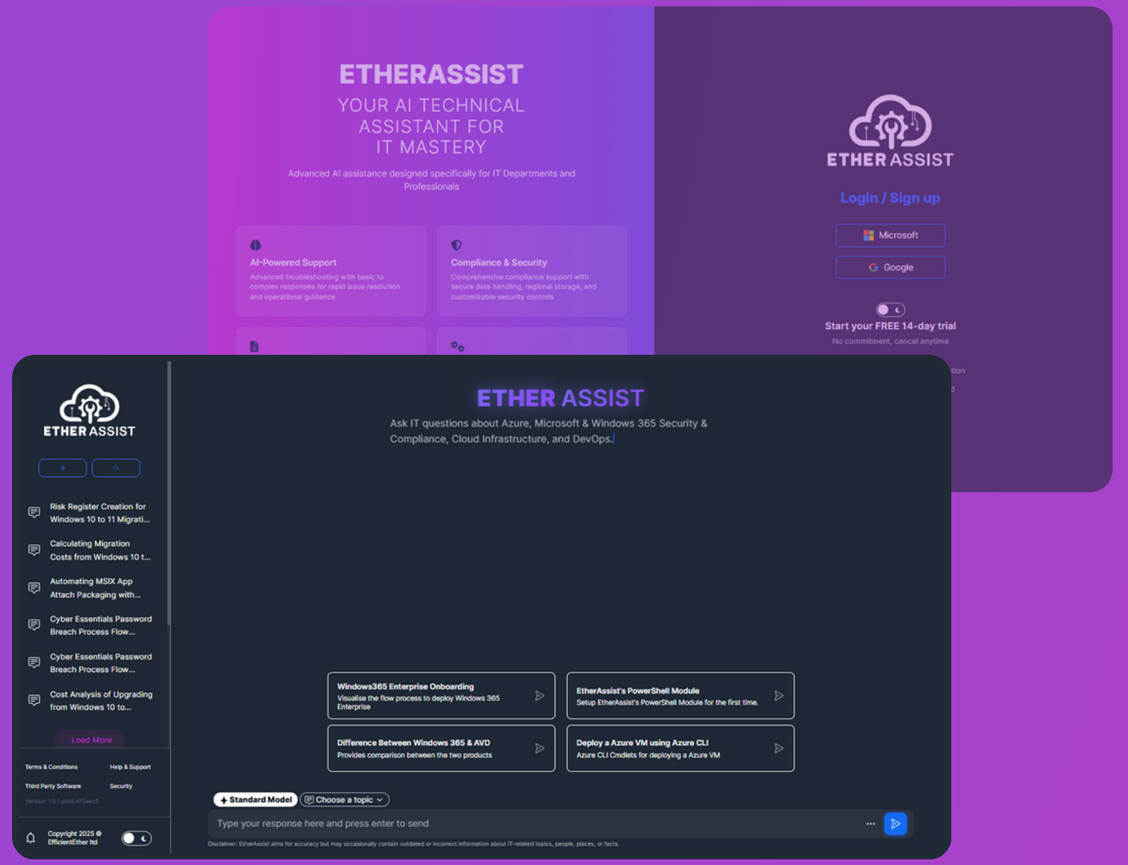
Current User | Validated Reviewer | Incentivized | Source: G2 invite

ETHER ASSIST

Get Started with EtherAssist

Start your 14-day free trial of EtherAssist today intelligent IT support, automated, secure, and compliance-ready.

- Per User Plan £12 per user per month*
- Pay as You go Consumption **



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Ask a question via email: info@etherassist.ai
Learn more: www.etherassist.ai
See our offer on the Microsoft Commercial Marketplace

** with 75 questions every 4 hours, 1000 questions a month*
*** £0.0061-£0.0364 per 1000 tokens consumed*

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