# Hexnode launches AI-powered feature to streamline IT management



Hexnode, the enterprise software division of Mitsogo Inc., has introduced a notable innovation in the realm of IT management with the launch of Hexnode Genie, an AI-powered feature within its unified endpoint management (UEM) solution. Announced on 28th January 2025 in San Francisco, California, this cutting-edge tool aims to aid IT administrators in navigating the complexities of increasingly decentralised work environments.

As the landscape of technology evolves rapidly, IT professionals face the challenge of managing intricate IT ecosystems, often under tight deadlines and overwhelming workloads. Creating scripts manually can prove to be a laborious and error-prone process, further complicating an already demanding role.

The introduction of Hexnode Genie is designed to alleviate these pressures, enabling IT admins to generate custom scripts for both Windows and macOS devices within seconds. This functionality alleviates the necessity for extensive coding expertise, thereby allowing users to produce customized and validated scripts with ease, streamlining operations while maintaining high efficiency.

Beyond its scripting capabilities, Hexnode Genie operates as a real-time chat assistant, offering immediate access to detailed help documentation and elucidating IT terminology. This feature enhances troubleshooting processes and minimises downtime, ensuring that IT admins can resolve issues swiftly. In instances where further assistance is required, users are able to engage directly with Hexnode's live technical support team, thereby ensuring that queries are promptly addressed.

Rachana Vijayan, the Chief Marketing Officer and Director of Sales & Partnership at Hexnode, commented on the initiative, stating, “We’re constantly exploring ways to improve the IT support experience. Genie addresses the pain points for non-technical users, allowing IT teams to spend less time on mundane tasks and focus more on what’s truly important: helping the business succeed.”

As Hexnode Genie operates in the marketplace, there are plans for the tool's features to evolve further, with a particular focus on enhancing capabilities in policy recommendation and custom reporting.

The introduction of this technology signifies a substantial step forward in AI automation for businesses, as it not only simplifies processes for IT professionals but also aligns with the emerging trends in the industry, allowing for more efficient and responsive business practices.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.passionateinmarketing.com/hexnode-launches-genie-ai-powered-chat-assistant-and-script-generator/> - This article corroborates the launch of Hexnode Genie as an AI-powered feature within Hexnode's UEM solution, designed to aid IT administrators in managing complex IT environments.
* <https://www.hexnode.com/blogs/hexnode-launches-genie-ai-powered-chat-assistant-and-script-generator/> - This blog post supports the functionality of Hexnode Genie in generating custom scripts and providing real-time chat assistance for IT admins.
* <https://www.itvoice.in/hexnode-genie-the-new-ai-feature-for-script-generation-and-troubleshooting-in-hexnode-uem> - This article highlights Hexnode Genie's capabilities in script generation and troubleshooting, aligning with the challenges faced by IT admins in managing diverse devices.
* <https://www.noahwire.com> - This is the source mentioned in the article, though it does not directly provide additional information on Hexnode Genie.
* <https://www.hexnode.com> - The official Hexnode website may provide more general information about their UEM solutions and innovations like Hexnode Genie.
* <https://www.mitsogo.com> - As the parent company of Hexnode, Mitsogo's website might offer insights into the broader strategic goals behind Hexnode Genie's development.
* <https://en.wikipedia.org/wiki/Unified_endpoint_management> - This Wikipedia page explains the concept of unified endpoint management, which is relevant to understanding the context of Hexnode Genie's integration.
* <https://www.gartner.com/en/topics/unified-endpoint-management> - Gartner's insights on unified endpoint management can provide context on how tools like Hexnode Genie fit into the broader IT management landscape.
* <https://www.forbes.com/sites/forbestechcouncil/2022/02/22/the-future-of-it-management-is-ai-powered/?sh=5a6e5f6d66c4> - This Forbes article discusses the future of IT management being AI-powered, aligning with the innovations brought by Hexnode Genie.