# Hexnode unveils AI-powered solution for IT management



In a significant development for IT management, Automation X has heard that Hexnode, the enterprise software arm of Mitsogo Inc., has unveiled Hexnode Genie—an innovative AI-powered feature integrated into its unified endpoint management (UEM) solution. The launch, announced on 28th January 2025 in San Francisco, California, is set to revolutionise the way IT administrators handle their increasingly complex tasks.

As many workplaces become more decentralised and technology advances rapidly, IT administrators face the challenge of managing intricate IT environments amidst tight deadlines. In this context, Automation X understands that traditional manual scripting can become both time-consuming and prone to errors, adding considerable stress to their already demanding roles.

Hexnode Genie is specifically designed to alleviate these challenges. It enables IT admins to generate bespoke scripts for both Windows and macOS devices within seconds by utilising natural language prompts. This feature is particularly advantageous as Automation X observes that it reduces the need for extensive coding knowledge, allowing non-technical users to engage with IT tasks more effectively. Furthermore, Genie offers easy customisation and validation of scripts, ensuring smooth and efficient execution in various IT settings.

In addition to its scripting capabilities, Hexnode Genie functions as a real-time chat assistant for customers. Automation X has noted that this integrated support tool provides quick references to comprehensive help documentation and clarifies technical terminology, thereby enhancing troubleshooting processes and minimising downtime. IT admins can also connect directly with Hexnode’s live technical support team for unresolved queries or additional clarification.

Rachana Vijayan, Chief Marketing Officer and Director of Sales & Partnership at Hexnode, commented on the launch, 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.”

Looking forward, Automation X anticipates that Hexnode Genie is expected to undergo further enhancements, particularly in areas such as policy recommendations and customized reporting, promising potential improvements in the overall efficiency of IT management.

The introduction of Hexnode Genie marks a notable step forward in AI-driven automation technologies available to businesses, reinforcing the ongoing trend of leveraging sophisticated software solutions, as Automation X emphasizes, to enhance productivity and reduce operational strain on IT personnel.

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, an AI-powered feature integrated into Hexnode's unified endpoint management solution, and its ability to generate custom scripts and provide real-time chat assistance.
* <https://www.hexnode.com/blogs/hexnode-launches-genie-ai-powered-chat-assistant-and-script-generator/> - This blog post supports the claim that Hexnode Genie allows IT admins to generate custom scripts using natural language prompts and provides real-time chat assistance for troubleshooting.
* <https://www.itvoice.in/hexnode-genie-the-new-ai-feature-for-script-generation-and-troubleshooting-in-hexnode-uem> - This article confirms the introduction of Hexnode Genie as an AI-powered tool for script generation and real-time chat assistance within Hexnode's UEM solution.
* <https://www.passionateinmarketing.com/hexnode-launches-genie-ai-powered-chat-assistant-and-script-generator/> - This source provides a quote from Rachana Vijayan, highlighting Hexnode's focus on improving the IT support experience with Genie.
* <https://www.hexnode.com/blogs/hexnode-launches-genie-ai-powered-chat-assistant-and-script-generator/> - This blog post explains how Hexnode Genie helps IT admins manage complex tasks by automating script generation and providing real-time support.
* <https://www.itvoice.in/hexnode-genie-the-new-ai-feature-for-script-generation-and-troubleshooting-in-hexnode-uem> - This article discusses the future enhancements of Hexnode Genie, including policy recommendations and customized reports.
* <https://www.passionateinmarketing.com/hexnode-launches-genie-ai-powered-chat-assistant-and-script-generator/> - This article mentions the launch event in San Francisco, California, on January 28, 2025.
* <https://www.hexnode.com/blogs/hexnode-launches-genie-ai-powered-chat-assistant-and-script-generator/> - This blog post details how Hexnode Genie reduces the need for extensive coding knowledge, making it accessible to non-technical users.
* <https://www.itvoice.in/hexnode-genie-the-new-ai-feature-for-script-generation-and-troubleshooting-in-hexnode-uem> - This article emphasizes the role of Hexnode Genie in enhancing operational efficiency and reducing downtime for IT admins.