Merlin

PRODUCT DATASHEET

AGENTIC TROUBLESHOOTING

The business challenge

When a customer's network fails, the clock starts long before anyone opens the ticket. Managed service providers run many Meraki organisations for many customers, each with its own service desk. Every incident means an engineer gathering health, configuration and event data by hand, cross-checking it against the ticket history, and deciding what to change. The investigation only begins when someone notices. There is a better way.

Starts work before you do

An incoming AlertMagic event can start an investigation automatically, or you can simply ask: "INC0001234 is escalating. What is actually wrong?" Merlin reads the incident and its history from your service desk, plus health, configuration, events and topology from the network itself, for example via the Cisco Meraki MCP server. It writes its findings and evidence to the ticket, recommends a remedy and drafts the script, which is validated and raised as a Change Request.

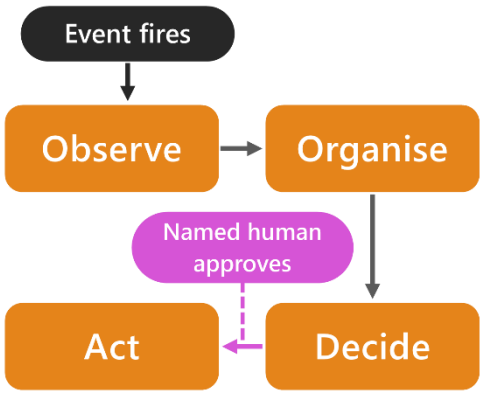
Introducing Merlin

Merlin, the agentic AI in Magic Suite, lets you:

- Go from first symptom to an approved, executed and ticketed fix in minutes, not hours
- Audit the reasoning rather than trust it: Merlin cites the system and query behind every step, and every tool call is recorded with its arguments and results
- Keep people informed, as Merlin can message the person who reported the fault and record their reply on the ticket
- Build your own agents on Merlin, with instructions specific to your working practices

Works where you already work

- Reads and writes tickets natively in ServiceNow, ConnectWise Manage, Autotask, Jira, HaloPSA, Zendesk, Zoho Desk, Cherwell and SolarWinds Service Desk, with more on request
- Investigates Cisco Meraki MX, MS, MR, MV and MT estates through the Cisco Meraki MCP server and Dashboard API
- Also works with LogicMonitor, Datadog, Elastic and other observability systems.



Outcome recorded on the ticket
Every step audited

WHO IS IN CONTROL?

You are. Every run starts in observe-only mode and needs a named person to approve each exact action. Approvals expire, and administrators can switch AI off entirely.

HOW IS IT PRICED?

Merlin Free provides full access with a limited number of tokens each month. No credit card needed.

Merlin Pro is licensed per tenant, not per seat, and queries your own Connections. Tokens are charged monthly, or bring your own OpenAI, Anthropic or compatible account.

Merlin Enterprise provides unlimited* annual usage - talk to us for more information.

Pricing: panoramicdata.com/pricing

NEXT STEPS

For more details and a Merlin demonstration, contact us or email: sales@panoramicdata.com

* Fair usage restrictions apply

panoramic data

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