

Simplify Mixed IT Environments

The Power of AI-Powered
Documentation



Introduction

IT management is getting more complex every day with more devices, more platforms and fewer people to manage it all. If you're feeling the pressure, you're not alone. Businesses everywhere are juggling a growing mix of Apple and Windows systems while trying to maintain productivity and security.

Here's the good news though: AI-driven IT documentation is transforming how we tackle these challenges. By simplifying workflows, automating processes and keeping critical information at your fingertips, it helps IT teams thrive in a world where "more with less" is the new normal.

This eBook explores the shifting IT landscape and offers practical insights into how AI-powered tools can make managing complex environments not just easier, but smarter. From handling device proliferation to empowering leaner IT teams, we'll show you how modern IT documentation can turn chaos into clarity and help your team achieve more than ever before.

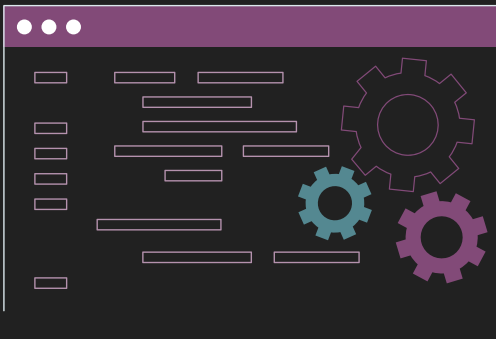


Chapter 1

The modern IT reality — the explosion of endpoints

It's no secret that the way we work has evolved dramatically. The traditional one-device-per-employee model is long gone. Now, many employees rely on multiple devices to get through their day — laptops, tablets, smartphones and more.

And it's not just the number of devices per person that's growing. Organizations are deploying entirely new types of endpoints, from wearables to augmented reality headsets.



Here's what the modern IT landscape looks like:

- **Multiple devices are the new normal:** In large enterprises, 48% of employees use three or more devices daily for their jobs. Even among SMBs, device proliferation is widespread.
- **New use cases are driving growth:** Devices are being deployed in innovative ways, like ruggedized tools for inventory tracking, wearables for employee safety and augmented reality for training and customer engagement.
- **More endpoints than ever:** The total number of business devices — including laptops, mobile devices and servers — is growing at rates of up to 9% annually. That's a massive surge in devices for IT teams to manage.
- **Windows dominates, but macOS is on the rise:** While Windows devices still dominate, macOS deployments are on the rise. Today, 83% of endpoint devices are Windows, while 12% are macOS, and macOS adoption is expected to grow significantly through 2028.

In large enterprises, nearly half of employees rely on three or more devices daily.

The challenge is clear: as devices multiply, so do management complexities. IT teams must adopt smarter strategies to keep up with this rapid growth in endpoints.

Chapter 2

Doing more with fewer device management staff

While the number of devices continues to grow, the workforce available to manage them is shrinking. IT operations and systems administrator roles are declining, creating a perfect storm of increasing devices and dwindling resources.

Here's what's happening:

- **Declining workforce:** By 2028, IT operations and systems administrator roles will drop by 40% as a percentage of the total IT workforce. This reshuffling of IT roles is shifting focus to emerging areas like platform engineering and DevSecOps.
- **Device growth outpaces staffing:** The ratio of devices to IT staff is skyrocketing. In 2023, there were about 6,000 devices per IT ops staff member. By 2028, this is expected to hit 10,000 devices per staffer — a huge increase.
- **Redefining IT operations:** IT professionals are expected to maintain or even improve operations despite smaller teams, creating a pressing need for automation and AI-driven solutions.

Did you know?

The annual growth rate of laptops, mobile devices and servers is expected to range from 4% to 9%, far outpacing the growth of IT management staff.

Luckily, AI-driven IT tools like IT Glue's Cooper Copilot are stepping in to fill the gap, enabling teams to handle the rising demands of endpoint management without adding more staff.



Chapter 3

Closing the gap with AI-powered IT documentation

As the demands on IT operations grow, AI is stepping in to help teams work smarter, not harder. From automating routine tasks to revolutionizing IT documentation, AI is empowering teams to manage more devices with fewer resources.

How these AI-driven, *IT Glue Cooper Copilot* features are helping:



Streamlined operations: Smart Relate automates the process of identifying and suggesting connections between assets, users and processes, saving your team countless hours wasted on manual labor. This ensures that even new technicians can hit the ground running from day one, with clear relationships between assets. For example, it's easy to see which device belongs to a specific user or which password is needed for a particular service. **With 74% of IT professionals** reporting that end-users expect faster ticket resolution times than ever before, this AI feature helps IT teams respond quickly and effectively, ensuring customer satisfaction (State of IT Report).



Turning data into actionable insights: Smart Create simplifies your workflow by automatically generating clear, easy-to-understand templates that consolidate key IT information into a single view. These templates eliminate repetitive tasks by summarizing data related to specific aspects of your IT environment, such as displaying all assets and passwords associated with a particular wireless network or providing an overview of installed software across devices. The data is automatically collected and organized into a structured format, ensuring everything remains consistent and easy to manage as your organization grows. This saves technicians **an average of 450 hours monthly** on organizing IT documentation into actionable insights.



Up-to-date data without manual labor: Smart Assist ensures your documentation stays accurate and reliable by identifying stale, duplicate or inconsistent entries, allowing you to work with the most up-to-date information. With AI-driven suggestions, it helps declutter your IT documentation, saving you up to **24 hours each month**. Equally important for scaling or enhancing your IT operations is its ability to identify the most frequently used and effective documentation. This allows you to quickly duplicate and replicate successful processes across other functions or environments, streamlining your operations as you grow.

The AI advantage for IT documentation

AI transforms the traditional documentation process into a continuous, automated lifecycle:

1. **Creation:** Automating the generation of IT documentation as new assets and configurations are added.
2. **Curation:** Keeping documentation accurate and up to date without manual intervention.
3. **Accessibility:** Ensuring that information is available when and where it's needed – whether resolving tickets or troubleshooting remotely.
4. **Orchestration:** Interlinking related systems to create a seamless, intuitive documentation experience.

AI-driven tools allow IT teams to shift from firefighting to strategic problem-solving, even as endpoint numbers grow.



Chapter 4

The building blocks of smarter documentation

Good IT documentation isn't just about storing information — it's about making it useful. That's where IT Glue's five foundational pillars come into play.

Consolidate and centralize data

Consolidate your entire IT ecosystem into a single view, giving you instant access to mission-critical information right at your fingertips.

Structure and standardize data

Organize and standardize your data to maintain consistency and eliminate guesswork.

Automate IT

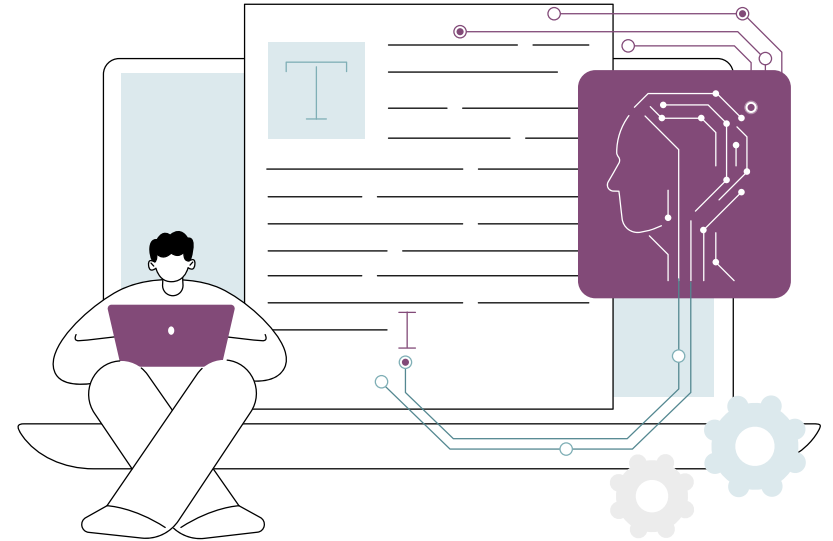
Leave manual labor behind by putting your documentation on autopilot.

Enterprise-grade security

Secure your most valuable data with a SOC 2 Type II solution.

AI-powered

Equip your team with the accuracy and efficiency of cutting-edge artificial intelligence technology.



“The true power lies in using Related Items to build a web of interconnected systems.”

– Jin H., Senior Systems Analyst

Chapter 5

Unified systems for real productivity

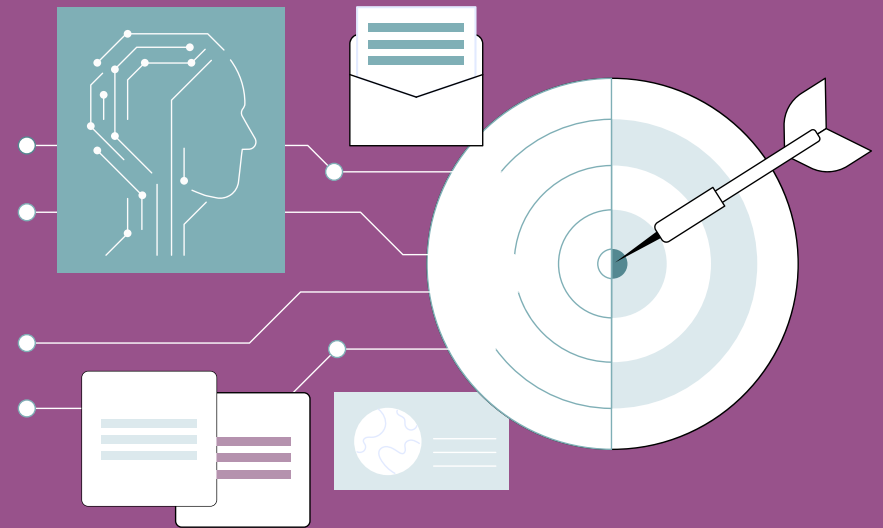
Most IT teams juggle about four different endpoint management tools. Why? Because it's tough to find a single solution that can handle all the different devices in today's mixed environments – Windows, macOS, mobile and everything in between. The problem is, using multiple tools creates a whole new set of headaches: duplicate features, scattered data, and way more complexity than anyone needs.

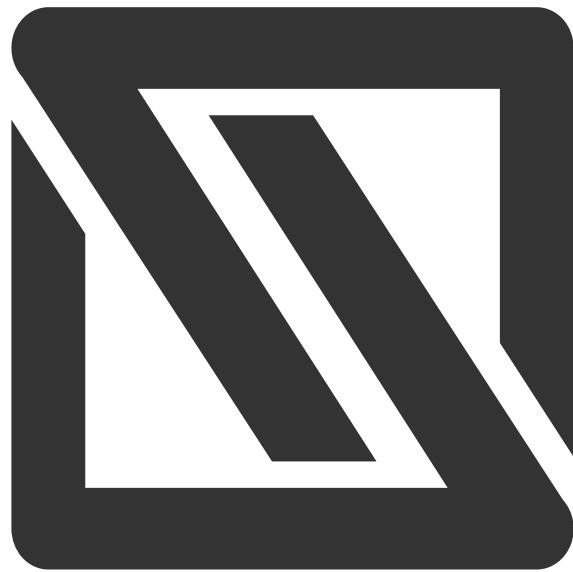
With IT Glue, you can reduce tool sprawl and maximize technician productivity. A unified documentation system means your team can handle up to 250 endpoints per technician – more than double the industry average.

With IT Glue: 250 endpoints per IT technician

With just service delivery tools: 100 endpoints per IT technician

When your tools work together, your team works smarter. Integrated systems reduce errors, eliminate redundancies and let technicians focus on delivering exceptional service.





Conclusion:

Create order from chaos with AI-powered IT documentation

Managing IT today is more challenging than ever — more devices, more platforms and fewer resources. But complexity doesn't have to be your team's default state. With the right tools and strategies, it's possible to streamline operations and focus on what really matters.

IT Glue's AI-powered solutions, like Cooper Copilot, are designed to help your team work smarter, not harder. By automating repetitive tasks, keeping documentation accurate and making critical information accessible, IT Glue empowers IT teams to handle growing demands with confidence.

Secure, Mature and Integrated Documentation



Make documentation easy

Create and store KB, checklists and SOP articles effortlessly, embed rich network diagrams or import Word documents so your team is empowered to train and help themselves.



Secure your critical information

Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.



See the complete picture

Link related items together, so that all the information you need is at your fingertips. Rapidly define and understand relationships between various elements of your documentation.



Build a documentation culture

Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.

Trusted by More than 16,000 Partners in 70+ Countries



Safeguard Your IT Operations with Secure Documentation

Request Demo

When it comes to data security, [IT Glue](#) is second to none. We have achieved a SOC 2 Type-2 attestation, a set of data security and service controls that can only be maintained through ongoing, company-wide commitment.

