

AI That Prevents Incidents Before They Start

Luumen is the intelligence layer behind apiphani's managed operations.

An AI-powered platform built by the same engineers who manage complex SAP and infrastructure environments every day, Luumen unifies monitoring, ticketing, system vulnerabilities, and remediation workflows, so your team can move faster, stay focused, and resolve incidents with confidence.

Empowered by **Luumen**

Small, senior teams can now confidently operate large, complex SAP landscapes, because incidents aren't just resolved faster, they can be prevented altogether.

Operational Outcomes

- ✓ Predictable uptime
- ✓ Fewer escalations
- ✓ Faster resolution (MTTR)
- ✓ Controlled operational and security risk
- ✓ Reduced patch effort
- ✓ SOP-driven consistency
- ✓ Faster vulnerability remediation
- ✓ Scale without headcount

Luumen removes the operational gaps that lead to incidents and risk:

- Slow, manual triage across disconnected tools like Dynatrace, ServiceNow, SAP logs, and terminals
- Inconsistent or error-prone remediation under pressure
- No unified view of system state, telemetry, SOPs, and tickets
- Engineering time lost to repetitive tasks and context-switching
- Operational risk from tribal knowledge and burnout
- Costly system misconfigurations and undetected system drift
- Security exposure from unidentified vulnerabilities and overlooked SAP Security Notes

Inside the **Luumen Platform**

Luumen integrates with the tools your team *already uses* to create a unified operational view.

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| Web Ui | Real-time SAP Security Notes, vulnerabilities, and impact analysis |
| Luumen Agent | Executes automated workflows tied to SOPs and approvals |
| Enterprise Observability + ITSM Integrations | Connect alerts from monitoring and service platforms to context-rich remediation workflows. |
| AI Co-Pilot | Provides triage and SOP-driven response guidance |
| Luumen Terminal | Brings operational awareness and AI assistance directly into SSH workflows |

How **Luumen Works**

- 1 Install our Monitoring Agent and custom SAP transports to capture SAP system and OS vulnerability data
- 2 Continuous scans start against SAP Security Notes and the National Vulnerability Database
- 3 Create custom compliance checks or agentic automations
- 4 Human-in-the-loop controls ensure auditability and safe rollout

What You **Can Expect**

- 30 DAYS** Systems integrated, vulnerabilities visible, base automations live
- 60 DAYS** Triage and remediation accelerated, first patch cycles automated
- 90 DAYS** AI Copilot and Terminal driving faster resolution and reduced engineering lift

Why **Luumen**

Luumen isn't a generic AI layer. It learns from *your* telemetry, SOPs, and operational data, works with the stack you already run, and is built by the apiphani engineers who run complex SAP environments every day—the same team supporting more than 1,200 production systems with 100% uptime since 2023.