

AI for Application Support

2026



Generative AI & Application Support



UST's Generative AI and Agentic AI solutions transforms application support by analyzing historical data to deliver tailored insights and recommendations, minimizing disruptions and accelerating issue resolution. Automating incident triage and delivering real-time recommendations help reducing MTTR and ensure high SLA compliance by prioritizing critical issues and preventing escalations, driving operational efficiency. It enhances user experience by equipping business teams as well with clear, actionable insights into incidents, and operational procedures, ensuring efficient and seamless operations.

By empowering users with intuitive, AI-driven guidance, we enable teams to navigate challenges efficiently, fostering confidence and operational continuity. Automation of repetitive tasks, such as incident classification and the identification of preventive actions, frees teams to focus on continuous improvements through innovation.

These AI-generated insights ensures operations remain agile and resilient. Designed with business priorities in mind, our solution delivers measurable efficiency gains, empowering organization to achieve sustained operational excellence.

AMS- Generative AI driven Service Improvement



Root Cause Analysis

UST, Leveraging Generative AI, has created a solution that streamlines root cause analysis by synthesizing datasets to reveal hidden patterns, anomalies, and deliver optimal resolutions. Anomaly detection, visualization of data, Incident forecasting using Generative AI are other key features.

It seamlessly integrates with ITEMS tools, supports incident log uploads. Clusters incidents using advanced algorithms to generate actionable root causes with corrective and preventive measures saving 30% of effort.

RAG implementation further ensures resolution accuracy and quality.



Triaging & Classification

Our solution harnesses Generative AI to transform triaging and classification. Automatically prioritize incidents and identifying the right teams / queues for swift resolution leading to improved user experience

Key features include seamless integration with ITEMS tools and capability to upload incident logs, Employs sophisticated algorithms, historical data and Generative AI to categorize incidents by severity and context.

Additionally, RAG implementation guarantees high accuracy, ensuring effective and targeted responses.



Knowledge Management

Leveraging Generative AI, UST's solution automates information creation, curation, and retrieval while seamlessly integrating structured and unstructured data to break down silos and prevent fragmentation.

It delivers accurate, context-aware content that minimizes reliance on subject matter experts. With dynamic content generation, intelligent summarization, and interactive chatbots, improves operational efficiency saving around 20-30% effort.

Top 5 Benefits

- A** Streamlined RCA and Triaging reduce incident response, resolution time and improve accuracy, minimizing downtime.
- B** Automation across RCA, Triage, and knowledge management eliminates bottlenecks, boosting operational efficiency.
- C** Context-aware and dynamically generated insights empower teams to make informed, timely decisions.
- D** Automated creation and curation of knowledge lower reliance on subject matter experts at the same time ensuring consistency and accuracy.
- E** Integration of structured and unstructured data breaks down silos and scales with growing data volumes, supporting long-term growth.

Agentic AI for Incident Management

Our Agentic AI solution transform incident management by autonomously analyzing incidents and recommending proactive solutions, significantly reducing resolution time. With seamless integrations into ITEMS tools and agent-based interactions, it ensures efficient data flow and intuitive user engagement for optimized outcomes.



Seamlessly integrates with ITEMS tools, has option to upload incidents enabling efficient incident log uploads and streamlined data flow for enhanced incident management.



Solution offers intuitive user interaction via Agents in real-time and interactive visualizations, simplifying and automating the end-to-end process. This enables easier, swifter and accurate resolutions efficiently and in an optimized fashion.



Agentic AI autonomously analyzes incident logs using advanced algorithms, LLMs and tools to identify gaps in incident details as well as deliver root causes with high precision. Agents leveraging their tools can deliver actionable insights, reducing manual effort.



UST's Agentic AI framework enhance resolution accuracy by bringing in augmented retrieval and domain context. These capabilities ensure reliable, tailored outcomes, optimizing incident management process ensuring optimal and accurate resolutions.

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Thank you