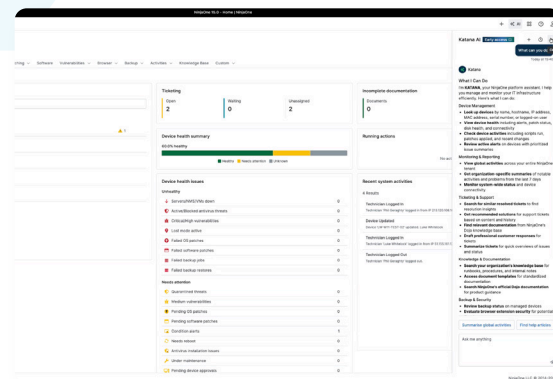


NinjaOne Katana AI (EA)

ninjaOne®



Your best technician. Available to everyone.

IT environments generate more signals than any technician can process, so teams spend more time hunting for context than resolving issues. NinjaOne Katana AI is an agentic AI assistant built natively into NinjaOne that turns operational data into clear, actionable intelligence. It summarizes device health, surfaces what matters, and recommends next steps inside existing workflows, so IT teams and MSPs resolve issues faster and more consistently.

KEY FEATURES

Instant device and alert summaries

Get real-time summaries of device health, recent activity, and open alerts without manually reviewing logs or jumping between dashboards. Katana AI correlates signals across your environment and surfaces what matters most, so technicians understand what's happening in seconds.

Guided remediation and recommendations

Katana AI analyzes device state, alert history, and past resolutions to recommend scripts, fixes, and next steps. Every technician gets a clear path to resolution regardless of experience level, and the technician stays in control of every action.

Cross-platform operational intelligence

Katana AI works across the full NinjaOne platform, spanning device management, alerts, ticketing, and knowledge bases. Technicians get a complete operational picture in one place instead of context scattered across modules and tools.

Governance-first controls

Role-based access controls (RBAC), per-AI controls, and a global kill switch are built in from day one. IT leaders decide exactly what Katana AI can see, what it can do, and who can use it, so teams adopt AI without surrendering control.

Natural language search and exploration

Search devices, alerts, and environments using plain language, with no complex filters or query building required. Technicians find what they need without knowing exactly where to look.

Bring your own AI with NinjaOne MCP

NinjaOne MCP (Model Context Protocol) connects external AI systems to NinjaOne through a secure, permissioned protocol. Any compliant AI agent can reach NinjaOne's data, tools, and actions in real time, governed by your existing access controls and authenticated via OAuth 2.0.

The NinjaOne Difference

When AI gets bolted onto an IT stack after the fact, governance and context become afterthoughts. Katana AI was built into NinjaOne from the start, with control at its core.

Intelligence, not just answers

Generic AI assistants sit outside your stack and guess. Katana AI reads your live environment and your team's own knowledge, so what it surfaces reflects what's actually happening, not best-practice boilerplate.

Reasoning across the whole platform

Katana AI works across device management, alerts, ticketing, and knowledge base at once, connecting signals that stay stranded when AI is scoped to a single module.

Human-in-the-loop by design

Katana AI makes the call. Your technicians make them count. Speed goes up, control stays put.

Governed from day one

RBAC, per-AI scoping, and a global kill switch were designed into Katana AI from the start. IT leaders control what it sees, what it does, and who can use it before it ever touches production.

Built for the technician

Katana AI surfaces intelligence at the point of decision, inside the workflow where the work already happens, so expertise stays in the driver's seat.

NinjaOne Integrations



See all integrations



Zendesk



Microsoft
Azure



SentinelOne



Slack



CrowdStrike



Okta



ServiceNow



HaloPSA



OneLogin



Rewst

Manage

Monitor and manage every endpoint

Protect

Patch and back up endpoints

Support

Support every employee



SERVICES | WORKSTATIONS | LAPTOPS | TABLETS | SMARTPHONES | HOSTS | NETWORKS

NinjaOne Unified IT Operations Platform

Policy-Based Automation

Unified Reporting & Analytics

Multi-Tenant Architecture

API & Integrations

HUMAN-CENTERED AI

10-15

TOOLS REPLACED

“Before, I needed 10-15 different tools to execute what NinjaOne does in its centralized, single pane of glass.”

Vetcor

98%

CSAT SCORE

“I have never experienced the speed or knowledge of support the NinjaOne team exhibited with any other RMM vendor.”

InHouse Support

30%

LESS TIME FOR PATCHING

“We observed a 30% reduction in the time taken for patch deployments compared to our previous solution.”

Alabbar Group