

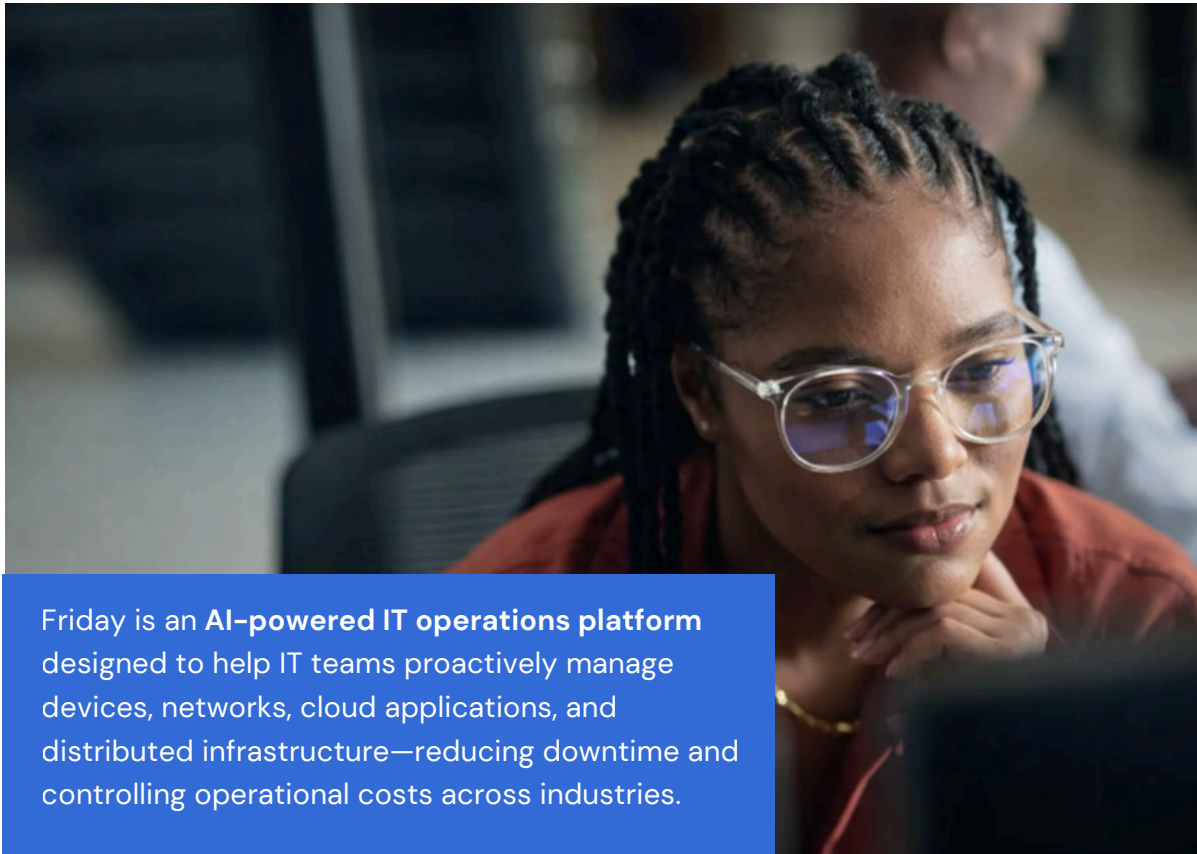


# Friday AI™ Product Overview



A high-level overview of Friday, its framework, and core capabilities for IT teams across industries. Learn how Friday enables proactive, resilient IT operations that keep your business running, teams connected, and locations secure.

# Welcome to Friday



Friday is an **AI-powered IT operations platform** designed to help IT teams proactively manage devices, networks, cloud applications, and distributed infrastructure—reducing downtime and controlling operational costs across industries.

**Friday** streamlines your district's IT operations by continuously **learning** the environment, **identifying** potential sources of issues, and **resolving Tier 1 problems** in real time through **user-defined automations**. This gives IT teams greater control and visibility across devices, networks, and locations—helping them get ahead of issues before they impact operations.



**Fewer operational disruptions caused by technology issues.**

**Faster response to IT issues without increasing staff workload.**



**Reduced need for on-site technician visits across sites.**

**More predictable, reliable technology across locations.**



# Friday Framework

Friday augments your help desk by **automatically discovering every device on the network, continuously monitoring health, diagnosing root causes, and taking intelligent remediation steps.**



## Discover

Friday rapidly learns your full IT footprint, discovering **devices, networks, endpoints, and infrastructure** across distributed locations and establishing a **normal operating baseline** without manual setup.



## Monitor

Friday continuously monitors the health and performance of your IT environment, detecting anomalies, degradation, and emerging issues in real time



## Triage

Friday triages issues based on **business impact and operational priority**, helping IT teams prioritize critical problems and avoid unnecessary escalations.

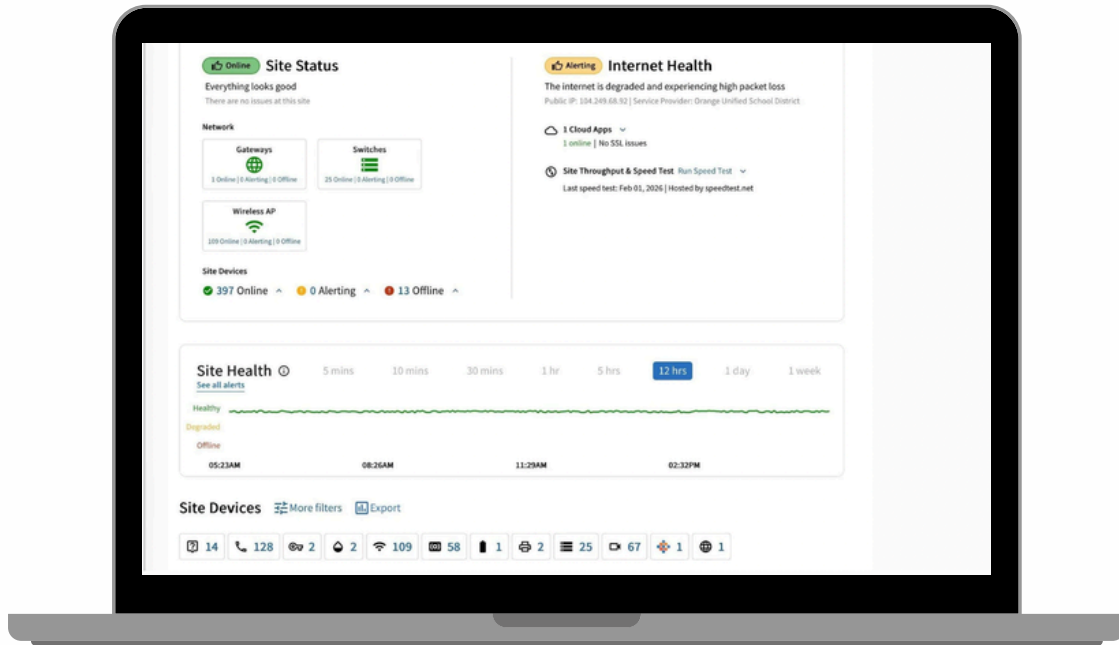


## Resolve

Friday takes the next actionable steps to automatically resolve **routine Tier 1 issues through user-defined automations**, reducing downtime and minimizing the need for on-site technician visits.

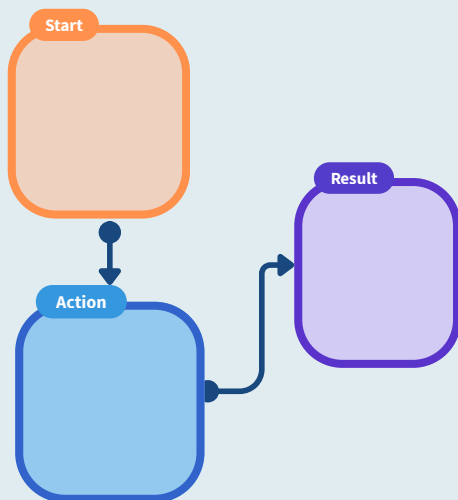
# Friday Dashboard

ONE CENTRALIZED COMMAND CENTER FOR IT OPERATIONS



Friday’s cloud-native dashboard gives organizations a single, centralized view of health and performance across **multiple sites**, enabling teams to automate **Tier 1 support and control incident response**—without writing code.

## Incident Response Flows- User Defined Automations



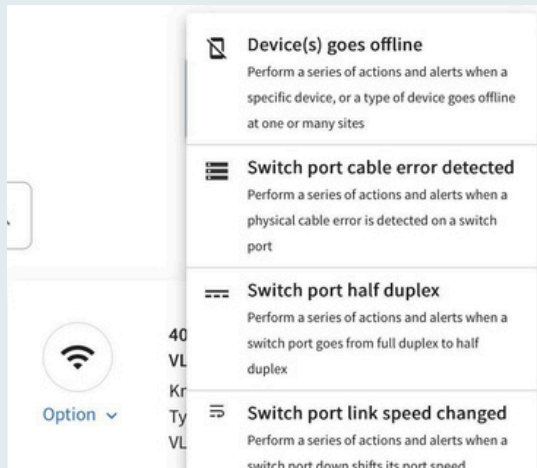
IR flows allow IT teams to **define how Friday detects, triages, and resolves routine issues automatically**. By turning repeatable processes into automated workflows, organizations can reduce response time, minimize downtime, and escalate only when necessary.

**Automated remediation actions include:**

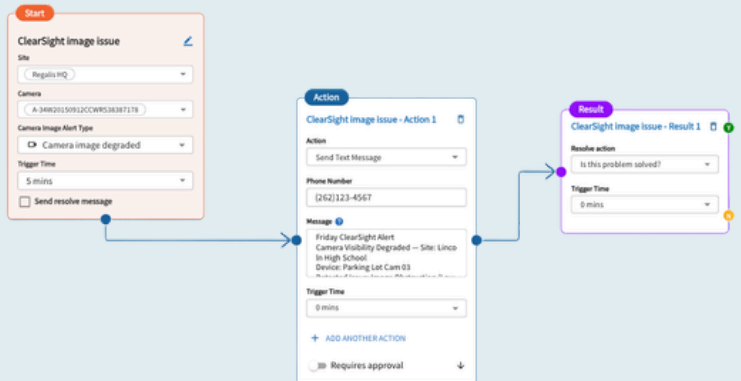
- Restarting services
- Resetting or reconfiguring switch ports
- Isolating failing or unstable hardware
- Rerouting traffic
- Applying policy-based configuration changes

# Friday Dashboard

## Incident Response Flow Library



## Sample Incident Response Flow

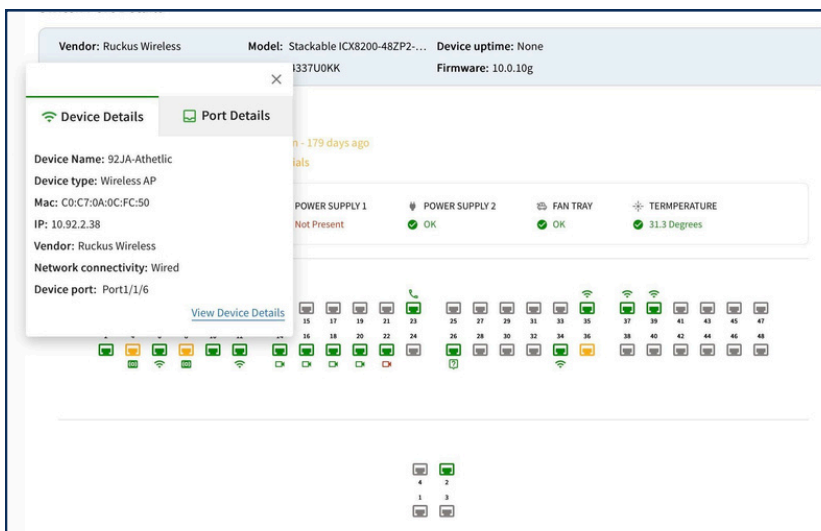


Teach Friday which anomalies to look for:

- Device goes offline
- Switch fan failure
- Switch port cable error
- Switch poe capacity reach
- Switch port half duplex
- New device discovered
- Switch port link speed changed

Easily set up remediating automations by choosing triggers, actions, timing, and needed approvals.

## Switch Port Details



View full switch and port details—including vendor, model, firmware, power, temperature, and connected devices—from a single interface.

# Friday ClearSight



Friday ClearSight goes beyond basic camera uptime by continuously assessing image quality in real time. By detecting obstructions, distortions, and visibility issues, ClearSight provides full context or automatically triggers incident response flows to restore visibility quickly and **support facility and personnel safety**.

The screenshot displays the 'Device Details' page for a camera. It includes sections for 'Device Details', 'Connection Details', 'Device Alerts', and 'Friday Security Insights'. The 'Device Alerts' section shows a list of 'Camera Image Degraded' events with 'Resolved' buttons. The 'Friday Security Insights' section shows a table of network connections. At the bottom, there is a 'Friday ClearSight' status indicator and a thumbnail image of the camera's view.

State	Port	PROTO...	Service	Fi...	C...
open	21	TCP	ftp	J...	
open	80	TCP	http	J...	
open	554	TCP	rtsp	J...	

ClearSight captures **periodic thumbnail images** and uses artificial intelligence to scan for:

- **Blurry or out-of-focus images**
- **Physical obstructions** (covered, blocked, or tampered lenses)
- **Camera misalignment** or shifted field of view
- **Glare, overexposure, or poor lighting**
- **Fog, condensation, or environmental interference**

Ideal for environments where **constant human monitoring is not permitted or practical**, ClearSight ensures you have usable footage when it matters most.



# Ease of deployment

Deploy Friday quickly across sites—without rip-and-replace, vendor lock-in, or complex setup.

## 01

### Plug-and Go Deployment

Friday is designed for **fast, low-friction deployment** across single or multi-site environments. Simply **connect the Friday appliance** into the site's core switch and it automatically begins **discovering and profiling devices, learning their normal behavior**, and enabling **faster, automated resolution** of common issues.

[www.fridayai.io](http://www.fridayai.io)

## 02

### Vendor-Agnostic by Design

Friday is **vendor agnostic by design**, integrating seamlessly with your **existing IT stack**. Whether your environment includes **Cisco, Aruba, HP, Fortinet**, or other vendors, Friday **communicates locally** via command line and web APIs. **No infrastructure changes required.**