

The fixes your desk runs most are already written.

Writing every fix from scratch means months before the first one runs. Nanoheal ships with 1,200+ tested automations and 3,000+ device policies for the problems behind most calls. Your team switches them on, tunes them and adds its own.

Entries start on a fault, a request or a drift

Repairing a laptop, running a task on it and keeping it compliant all use the same agent, so you search, switch on and publish all three the same way. Every entry says what it does, how it runs and where: its category, who runs it, whether it is live, staged or off, and the groups of devices it is published to.

KIND OF ENTRY	STARTS	WHAT IT COVERS	FOR EXAMPLE
Fixes	On a problem the device reports.	Stopped services, application crashes and hangs, print faults, disk pressure, network and driver repair.	Print spooler recovery, VPN adapter reset, Disk space reclaim
IT tasks	On a request, a schedule or a rollout.	Software install and repair, patch deployment, drive and printer mapping, scheduled restarts.	Software install, Patch deployment, Drive mapping
Policies	When a setting drifts.	Security settings, encryption state, required software, group policy and protection baselines.	BitLocker key escrow, Firewall state check, Screen lock timeout

Entry names are a sample of the library.

Publish a whole baseline at once

A pack bundles the policies, checks and fixes behind one outcome. Publish it to a group once and the whole set goes together.

Nanoheal ships packs for Group Policy baselines, SOC 2, IT sustainability (GreenIT), patch hygiene with pilot rings and rollback, kiosks and shared devices, and the top call drivers, which you can switch on in week one. Each pack is made of ordinary library entries, so you can open, trim or tune any of them.

The SOC 2 pack holds the device settings behind the controls an audit asks about; it is not a certification.

Built once, shared across clients

For service providers, a fix validated for one client can be published to the next without rebuilding it. Each client's data, roles and scope stay apart: the platform is multi-tenant, with per-tenant branding and licence pools.

Promote a fix once it has held

Success rates per entry show which fixes to promote to Autoheal and which need another look.

A fix says what to do, and the agent already knows how

Every fix has the same four parts, and resolution is triggered by the condition the OS reports.

When: the trigger.

A service stops, an event is logged, a threshold is crossed or latency climbs.

Check: the facts.

It checks whether the service is really down, there is enough disk and the application is installed.

Act: the repair.

Steps call the agent's built-in actions on files, registry, services, settings, software and network.

Verify: the proof.

A final check that the condition cleared. If it didn't hold, a person gets the case with the evidence attached.

You choose who runs each fix

One approved fix runs four ways. Set the mode per device group, and move it along as the fix earns trust.

MODE	WHO ACTS	WHAT HAPPENS	USE IT WHEN
Assisted IT	The service desk	A technician runs the fix from the ticket, on one device, a group or a site.	A person should judge the situation first.
Self-service	The employee	The fix is offered on the device. One click runs it, when it suits them.	The fix interrupts work, like a restart.
Autoheal	Nobody	The fix runs on its own the moment the device reports the problem.	It is safe to run unannounced.
Scheduled	The calendar	The fix runs off-peak, on the cadence you set.	The work is routine, like a weekly purge.

Your own fixes go in the same way

Your line-of-business application and your own VPN profile are yours alone. Your team lays the fix out as steps in the visual automation builder, a person validates it once, and it joins the library for every group you publish it to. Each flow passes a check that stops anything incomplete before it can run.

Approved, versioned and logged

The agent works from a fixed set of signed actions. A fix is settings for those actions, so there is no script to maintain. An approver signs each fix off before it runs, publishing is staged and versioned, and every run is logged as success, failed or pending, per device.

Check it against your own tickets. Send us a ticket export and we'll show you which of your top tickets the library already covers, and how each one runs: nanoheal.com/demo/library.