

Haya finds the problem and shows the fix. You approve what runs.

Haya, Nanoheal's AI and analytics, reads what your devices report against what your organisation knows. It finds what is going wrong and why, and shows the fix. Haya never runs anything on a device: the Nanoheal agent does, once your team has approved the fix.

What Haya does

- **Watches** each device, site and group against its own history, so a slow drift shows before the calls start.
- **Forecasts** where a metric is heading, with a likely range, so a capacity problem arrives with a date.
- **Explains** which sites and groups drove a change, and how many devices it touches.
- **Answers** a question in plain English, with the same number the dashboard shows.
- **Suggests** the fix that suits this device and this situation, for your team to approve.

Catches it before the employee does

Some problems announce themselves. Others build for days. Haya compares each device, site and group with its own history, not a fleet average, and projects metrics forward with a likely range. Related alerts are grouped into one incident, so a single odd spike does not page anyone. Forecasting and anomaly detection point at a problem. They never act on it alone.

What Haya checks before it suggests a fix

Two identical crashes can need different fixes. One is a known driver conflict on a build you are retiring. The other is a finance laptop three days from an audit. Haya reads four sources against each other. Leave one out and the wrong fix can run.

SOURCE	WHAT IT CONTRIBUTES	WITHOUT IT
DEX analytics	Performance, crashes, drift and availability across the fleet	A one-off looks like a pattern, and a pattern like a one-off
IT knowledge and SOPs	How your organisation actually resolves this, including the steps nobody wrote down	Every fix is generic rather than yours
ITSM history	What was tried before, and whether it held	Resolutions that already failed get repeated
CMDB and policy	Owner, role, entitlement, compliance obligation, change freeze	The right action lands on a machine that should not have been touched

Ask in plain English. Get the dashboard’s number.

You can ask a question in plain English and get the same number the dashboard shows. Every question, typed or on a dashboard, resolves to the same definition before it is answered, so the two never disagree. When a question cannot be answered from a defined metric, Haya says so rather than guessing. It runs on your choice of model, including a locally hosted one.

Where it started, and how big it is

Haya gives a root-cause ranking of which sites and device groups drove an anomaly, with what changed where and how many devices are affected. It shows where a problem concentrates, not proof of its cause: a person decides.

Dashboards for every level, ready on day one

Nanoheal ships with dashboards from the leadership summary down to a single device, on the same definitions as the questions you ask, so a number never means two things. They cover device health and performance, applications, network and collaboration, and employee sentiment, each measured on the device where the employee works. Sentiment sits on the same boards as the telemetry: putting what people say next to what the device reports shows which problem is real.

MANAGE

Executive Overview, Endpoint Health, Branch / Location, Network Path & Latency, Wi-Fi & VPN, Collaboration / Call Quality, URL / Web Experience, Security & Compliance, Inventory & Coverage and Operations.

INVESTIGATE

Device 360, Crash & Hang, Persistently Degraded, Active Alerts, Incidents & Automation and Software Inventory.

The patented experience score is built from what happened on each device. You can read the method, tune it and see every change to it, version by version.

Haya suggests the fix. Your team approves what runs.

HAYA

YOUR TEAM

Flags an anomaly or forecasts a problem.

Decides whether to act, and with which fix.

Answers a question and points to the library entry.

Approves it, then stages and publishes it.

Ranks the sites and groups behind a change.

Chooses where the fix goes first.

Nothing improvises on your endpoints. Haya runs behind approval gates, role-based access, execution traces and PII masking. It does not run anything on devices.