

AptusPAR Enables Enterprise AI Transformation at N-able



The Connection

As a global cybersecurity company that delivers end-to-end business resilience, N-able recognized that AI is key to unlocking its internal efficiency potential, and turned to transformation partner AptusPAR to help infuse it into their work ecosystem in a productive way to help minimize risk and accelerate customer outcomes. The work that the AptusPAR team has implemented and continues to innovate on has turned into a partnered success story for N-able and AI.

Action & Strategic AI Governance

AptusPAR guided N-able through a structured approach to establishing its AI operating model. This began with furthering the development of N-able's AI Transformation Council and Center of Excellence, providing executive oversight to help ensure every AI initiative aligned with business priorities, security requirements, and existing data-governance standards. To drive consistent execution, AptusPAR introduced a standardized intake and lifecycle process that moved ideas from proposal through testing, validation, and deployment, which provided governance to ensure each initiative demonstrated clear ROI before scaling. Finally, they streamlined N-able's AI technology stack through tool rationalization, positioning the organization to effectively leverage platforms such as Salesforce Agentforce and Gainsight while reducing redundancy and accelerating adoption across teams.

AI Pilot Program Execution

AptusPAR then moved from strategy to execution with a robust AI Pilot Program designed to validate real-world value across the business. N-able launched 19 high-priority use cases across Support, Sales, IT Operations, DevOps, and Go-to-Market teams, focusing early efforts on high-impact, operationally relevant opportunities. Each pilot progressed through stage-gated governance checkpoints, including feasibility assessment, solution design, testing, and deployment, to ensure quality, risk mitigation, and enterprise alignment.

To support scalable and reliable delivery, AptusPAR also established dedicated AI Operations and AI DevOps functions. AI Ops owned requirements intake, experimentation, and rapid prototyping, while AI DevOps built the CI/CD backbone for automated testing, compliance checks, secure deployment, and continuous performance monitoring.

As N-able continues on its mission for an AI-driven focus, AptusPAR has provided a unique sense of stability in a rapidly shifting environment. We have been able to silence the noise and deploy AI where it's best applicable."

— John Pagliuca, CEO,
N-able

This secure deployment pipeline ensured every AI release was production-ready, well-governed, and scalable.

The pilots delivered strong, quantifiable outcomes:

- A **singular marketing agent** driving measurable time savings.
- A **hiring assistant agent** yielding meaningful cost benefits.
- A **support virtual agent** fueling a significant increase in case deflections.

Together, these results strengthened confidence in N-able's AI foundation and paved the way for broader enterprise adoption.

Strengthening Scaled AI Impact Across the Business

AptusPAR further supported N-able by strengthening the organization's ability to adopt AI at scale, helping to further enterprise-level transformation for people, processes, and data. AptusPAR built on existing organization-wide training modules, including Microsoft 365 Copilot readiness, to help prepare employees to incorporate AI into everyday workflows. In addition, AptusPAR rationalized 250+ use cases coming off of an organization-wide hackathon, to help produce and build a methodology to develop a business case for each AI solution.

To streamline and standardize execution, AptusPAR introduced a unified AI agent submission form to guide teams through objective setting, risk assessment, and data requirements. They also extended the existing AI and data-governance strategies and best practices by further clarifying ownership and process which is critical for accuracy and compliance in AI systems.

These efforts unlocked meaningful business impact: improved productivity across key functions, faster and more consistent customer support with fewer escalations, and an enhanced governance structure capable of supporting continued AI expansion. These outcomes align directly with N-able's goal of achieving a substantial increase in employee effectiveness and ultimately, customer value.

Scalable changes implemented

In partnership with AptusPAR, N-able has built a disciplined, scalable AI operating model that drives efficiency, reduces costs, and enhances customer experience. Through strong governance, targeted pilot programs, robust AI operations, and enterprise-wide enablement, the company is positioned for long-term, AI-driven success.



Once AptusPAR helped N-able further our adoption of AI, we saw leaps in efficiency and quality"

– John Pagliuca, CEO,
N-able

[Contact us](#) if you would like to discuss how we can partner with you to help accelerate your business with technology, innovation, and results.

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