



Zendesk, NinjaOne, and L5: IT Service & Endpoint Management Bundle

Zendesk, NinjaOne, and L5 partnered to launch a unified IT service and endpoint management bundle on AWS Marketplace. Operated AI, outcomes from day one.



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June 18, 2026

The Short Version

Zendesk, NinjaOne, and L5 have launched a unified IT Service and Endpoint Management solution on AWS Marketplace.

- *Zendesk runs the service desk.*
- *NinjaOne runs the endpoints.*
- *L5 operates the AI layer that connects them and keeps it producing outcomes.*

You buy it as one bundle, in one place, against your existing AWS spend.

[View the Bundle on the AWS Marketplace](#)

For years, IT has run on two systems that never talked to each other. The service desk knows there is a ticket. The endpoint tooling knows what is actually wrong with the machine. Between them sits an agent, alt-tabbing between consoles, copying a device name into one window and a serial number into another, trying to assemble enough context to act.

That gap is where resolution time goes to die. It is also where most "integration" projects stall, because wiring two platforms together is the easy 20 percent. The hard 80 percent is keeping the connection tuned, governing what the automation is allowed to do, and making sure the data flowing between the two stays trustworthy a year after go-live.

This launch closes that gap, and it does the hard 80 percent too.

What we launched

L5, Zendesk, and NinjaOne have published a multi-product solution on AWS Marketplace: Unified IT Service and Endpoint Management, operated by L5. It brings together three layers that have always belonged together.

Zendesk is the Service Layer

A high-velocity workspace for incident, problem, and change management, with a self-service portal and service catalog on top.

NinjaOne is the Endpoint Layer

Automated endpoint discovery, real-time health monitoring, cross-OS patching, and remote access across every managed device.

L5 is the Operator

We do not just connect the two platforms. We build and govern the AI agents, tune the automation, and manage the data flows so the system delivers measurable outcomes, and keeps delivering them week after week.

Everything is in the box. No platform admin team required, no manual wiring, no integration project that needs a year of in-house attention before it pays off.

"We're proud to have partnered with Zendesk and NinjaOne to build this. It took a lot of hard work to get here, and it is fun when people across companies work together to create meaningful solutions for our customers."

Bipin Paracha, CEO, L5

Why integration alone has never been enough

Plenty of vendors will sell you a connector. A connector is a starting line, not a finish line.

An AI agent that routes incidents drifts the moment your environment changes. A knowledge base goes stale. Automation that worked on launch day breaks on the first edge case nobody tested. Left alone, an integration quietly decays until your team stops trusting it and goes back to the manual workaround.

That is the difference L5 brings. We run the platform on a weekly operating cadence. We watch the resolution rates, the deflection numbers, the automation success rates, and the data quality, and we tune against them. The connection between **Zendesk and NinjaOne** is not a one-time build you inherit. It is an operated system somebody is accountable for.

This is what "AI. Operated." actually means, and it is the layer the bundle is built around.

What it does on a normal Tuesday

The value shows up in the work, so here is what changes day to day.

Monitoring and Alerts

NinjaOne watches every managed endpoint continuously. When a threshold is breached, an L5-operated agent opens a priority incident in Zendesk that is already populated with the device state, the recent change history, and the affected users. Automated remediation runs first. The agent

walks into a ticket that already has the context and, often, the fix.

Endpoint Detection and Response

When NinjaOne detects compliance drift on a device, an L5-operated agent opens a structured change request in Zendesk with the risk context and a remediation window attached. Once it is approved, NinjaOne executes the fix and closes the loop with a full audit trail. Security action and service governance in one record, not two disconnected ones.

Asset and Lifecycle

Live device data surfaces inside Zendesk, and asset status stays synced both directions. Onboarding and offboarding, device-to-user assignment, and provisioning run through the workflow your agents already live in, with identity handled through your existing provider.

In each case the pattern is the same. The endpoint sees the problem, the service desk owns the record, and the AI handles the routine in between, with a human approving anything that touches a live system.

Why it is on AWS Marketplace

Buying three things from three vendors and stitching the contracts together is its own kind of friction. Putting the bundle on AWS Marketplace removes it.

You procure the whole solution in one transaction, through an account you already have, against your existing AWS commitment. Pricing is handled through a private offer tailored to your environment, and AWS Marketplace financing options are available. For most IT teams, this is the fastest path from "we should connect these" to "it is running."

Getting started

The bundle is live on AWS Marketplace now. If you want to see how the operated model works against your own environment before you commit, start with an assessment and we will show you what day-one to week-twelve actually looks like.

[Download the datasheet](#) · [View the bundle on AWS Marketplace](#) · [Schedule an assessment](#)