Glasspane — Project Description

AI-Powered Infrastructure Transparency for Managed Service Providers
Your End-to-End Digital Health Dashboard

The Problem

Managed service providers face a fundamental transparency gap: their customers — from C-level executives to technical operations teams — lack real-time visibility into the infrastructure they pay for. Today, MSP customers receive static monthly PDF reports that are already outdated upon delivery. They cannot see live performance metrics, predict upcoming issues, or understand cost trends without scheduling calls with their provider. This opacity erodes trust, delays decision-making, and leads to preventable SLA breaches and budget overruns.

Our Solution

Glasspane is a real-time, AI-powered dashboard that gives MSP customers complete visibility into their managed infrastructure. Built with Next.js and powered by Thorsten Meyer AI with support for 8 LLM providers, it delivers 44+ interactive widgets across three role-based views:

- C-Level View: Executive KPIs, SLA compliance, cost trends, and optimization recommendations (13 widgets)
- Business View: Contract tracking, incident management, capacity planning, and vendor performance (14 widgets)
- Technical View: Real-time resource utilization, latency metrics, error rates, deployment tracking, and security posture (17 widgets)

What sets Glasspane apart are its 14 AI-powered features. The platform supports 8 AI providers — OpenAI, Anthropic, Google Gemini, IBM watsonx, OpenRouter, AWS Bedrock, Ollama, and LM Studio — with per-task provider assignment and automatic fallback chains. Each AI task can use a different provider and model, optimized for cost, speed, or reasoning depth.

AI-Powered Intelligence

Glasspane includes 10 dedicated AI features:

- AI Summary Widget — Natural-language dashboard overviews tailored to each role; an executive sees cost impact while an engineer sees root-cause analysis.
- Streaming Chat Assistant — Multi-turn Q&A about infrastructure data with real-time token streaming via Server-Sent Events.
- Anomaly Detection — Automatic flagging of unusual metric patterns (CPU spikes, error rate surges, MTTR degradation) with severity-coded badges.

- Predictive Insights — Forecasts SLA breach risks, cost overruns, and capacity thresholds before they become problems.
- Risk Briefing — AI-generated threat assessments with severity levels, affected services, and recommended actions.
- SLA Risk Advisor — Predicts SLA breach probability with trend analysis and proactive mitigation recommendations.
- Cost Forecast — AI-driven spending trajectory analysis with trend charts and budget impact projections.
- Capacity Planner — Resource utilization predictions that flag capacity thresholds before they become critical.
- Root Cause Patterns — Incident pattern analysis that identifies systemic issues across the infrastructure.
- Change Impact — Deployment risk assessment that evaluates how changes affect service stability.

Target Users & Interaction

Target users are MSP customers at every organizational level. A CTO opens the portal and immediately sees an AI-generated summary: "SLA is at 99.94% with medium breach risk in 14 days. Budget is 2.3% over with projected 4.5% overrun." They click into the anomaly badge on the cost widget to understand the driver, then ask the chat assistant: "What's causing the cost increase?" The AI responds with correlated metrics — rising CPU utilization driving compute spend — and recommends right-sizing underutilized VMs.

A technical lead, meanwhile, sees the same infrastructure through their lens: latency trends correlated with CPU spikes, error rate surges by service, deployment frequency metrics, root cause patterns, and change impact analysis.

Dashboard UX Enhancements

In addition to its AI capabilities, Glasspane ships with nine UX enhancements that make the dashboard fast, flexible, and production-ready for daily use:

- Real-Time Data Refresh — Auto-refresh toggle (30s / 1m / 5m intervals) with per-widget manual refresh.
- Dashboard Export / PDF — One-click visual PDF snapshot and print-friendly report.
- Widget Search & Filter — Collapsible search bar with category chips; non-matching widgets fade out.
- Notification Center — Slide-out panel surfacing system alerts with read/unread state.
- Widget Favorites & Pinning — Star icon on any widget pins it to the top of the view.
- Dark Mode Polish — All widgets have fully consistent dark-mode styling.
- Animated Transitions — Staggered entrance animations, count-up number reveals, and hover effects.

- Comparison Mode — Month-over-month, quarter-over-quarter, and year-over-year overlays with delta indicators.
- Drag-and-Drop Reordering — Users can freely reorder widgets within a view to match their workflow priorities.

Multi-Provider AI Architecture

Glasspane's AI layer is provider-agnostic by design. Each of the 9 AI task endpoints can be independently configured to use any of 8 supported providers. Automatic fallback chains ensure resilience — if the primary provider fails, the next provider in the chain takes over transparently. Local model support via Ollama and LM Studio enables full data sovereignty for organizations where sending data to cloud AI providers is not acceptable.

Open Source

Glasspane is open source under the AGPL-3.0 license. The source code is available at https://github.com/MeyerThorsten/Glasspane. Organizations can inspect every line of code, self-host on their own infrastructure, and contribute improvements back to the project.

Why This Is Unique

Traditional MSP dashboards are either too technical or too superficial. Glasspane bridges the comprehension gap between technical metrics and business decisions through role-aware AI. The same underlying data is interpreted differently for each audience. Anomaly detection correlates across metrics to tell a causal story. Predictions are actionable warnings tied to specific SLA targets, budget thresholds, and capacity limits. No other MSP transparency tool combines real-time dashboards, multi-provider AI, role-based summaries, streaming conversational data exploration, cross-metric anomaly correlation, predictive insights, risk briefings, cost forecasting, capacity planning, root cause analysis, and change impact assessment in a single open-source experience.

Powered by Thorsten Meyer AI — https://thorstenmeyerai.com/