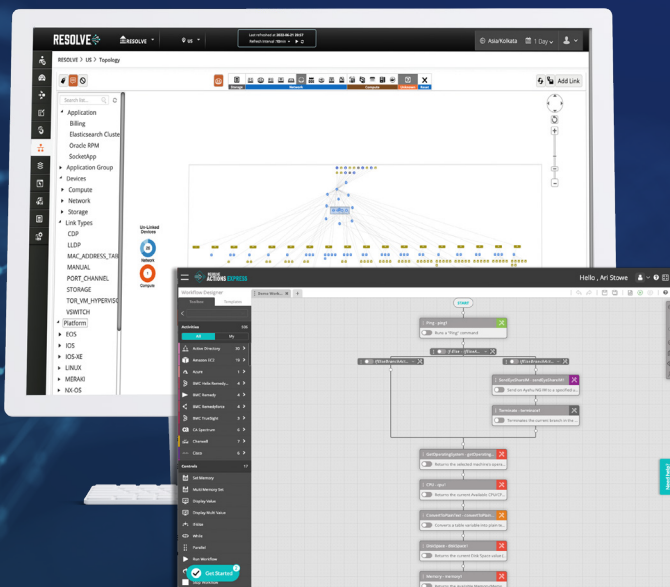# RESOLVE

IT FASTER THAN THE SPEED OF BUSINESS

The business landscape is changing radically, driven by advancing technology, economic volatility, ongoing pandemic effects, political strains, and a global talent shortage. Businesses must accelerate their operations and be ready for anything. As the backbone of any organization, IT is at the forefront of handling growing pressures to keep pace and must operate faster than the speed of business—made possible with a comprehensive automation strategy.

Resolve Systems helps enterprise technology teams worldwide achieve agile operations with industry-leading intelligent IT automation. Resolve's solutions are purpose-built for IT, empowering teams to become the engine that drives business goals. Organizations use Resolve to automate IT operations, service management, network operations, cloud operations, and enable Centers of Excellence to orchestrate enterprise-wide automation.
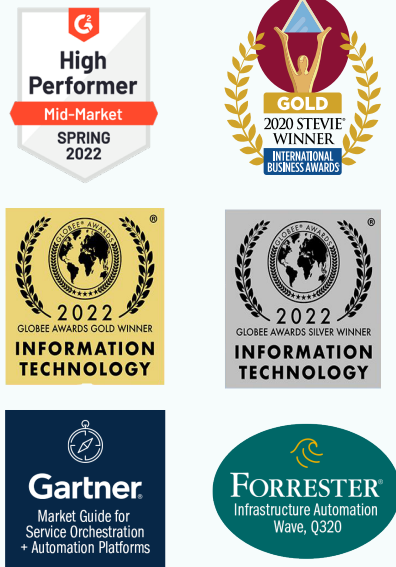

Customer Service

Operations

Finance

Legal

Marketing

Human Resources

Sales

IT

PURPOSE-BUILT INTELLIGENT AUTOMATION FOR IT

» **See fast results** with ready-to-use SaaS solutions: Out-of-the-box accelerator packs delivered in a no/low code experience to start automating immediately

» **Integrate with your existing IT systems:** Hundreds of pre-built integrations along with the ability to add your own to integrate and orchestrate with existing IT infrastructure

» **Scale easily** from simple tasks to the most complex processes: One powerful platform to orchestrate all IT use cases

RECOGNIZED INDUSTRY LEADER

G2 High Performer Mid-Market SPRING 2022

GOLD 2020 STEVIE WINNER INTERNATIONAL BUSINESS AWARDS

2022 GLOBEE AWARDS GOLD WINNER INFORMATION TECHNOLOGY

2022 GLOBEE AWARDS SILVER WINNER INFORMATION TECHNOLOGY

Gartner Market Guide for Service Orchestration + Automation Platforms

FORRESTER Infrastructure Automation Wave, Q320

AUTOMATION FOR EVERY IT TEAM

Resolve overcomes IT silos and offers the flexibility you need to automate everything from the simplest, high-volume tasks to the most complex processes across entire IT ecosystems, and diverse use cases across IT operations, service management, network operations or cloud operations. Automate away your most common tasks or orchestrate your existing scripts and workloads to speed up resolution and free up resources for higher value impact.
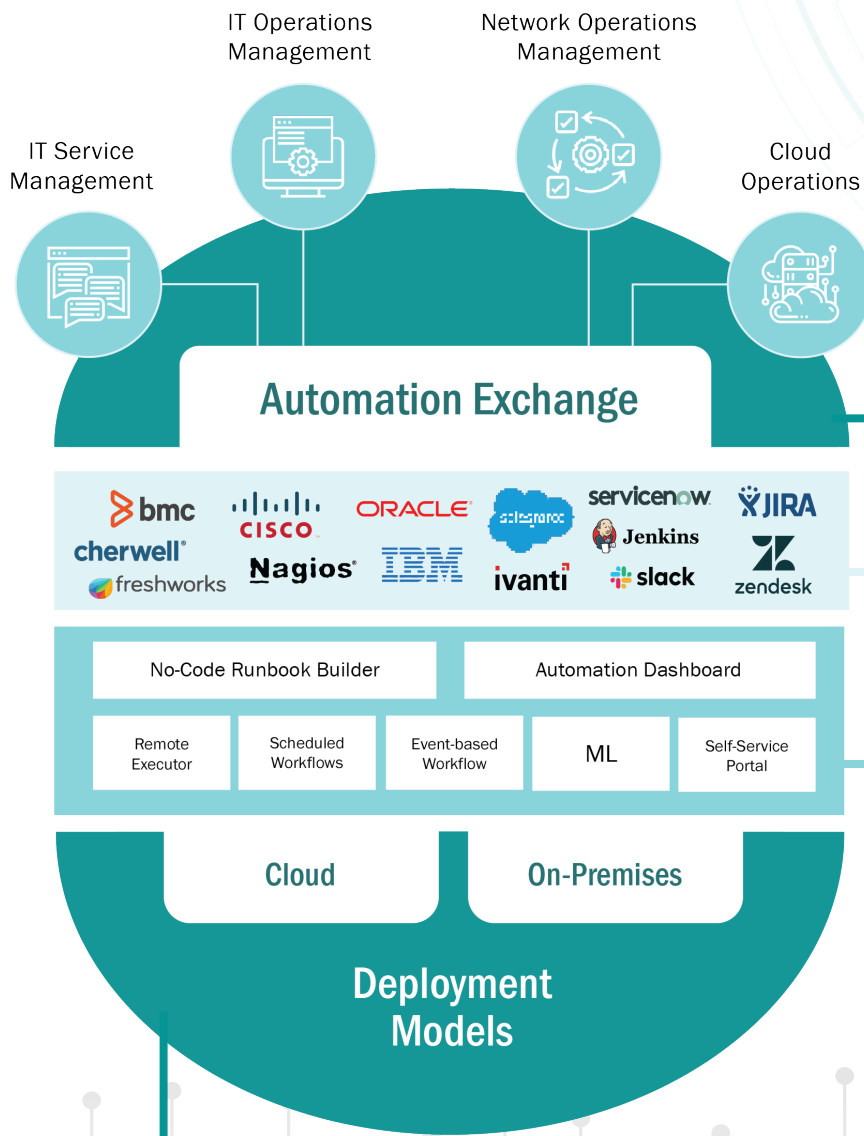
No matter how complex the use case is be it a simple, but high-volume one such as password reset, onboarding/offboarding or a complex use case such as event auto-remediation, our automation platform empowers IT teams to automate away their most high-volume tasks giving back precious time to focus on what they do best.

IT TEAMS AUTOMATION SOLUTIONS

IT Service Management	IT Operations	Network Operations	Center of Excellence	Cloud Operations
Password Reset & Access Requests	Application Performance Issues	Observability - Network Availability	Provisioning/ Decommissioning	Automation, Orchestration & IT Oversight
General Service Requests	Resource Provisioning/ Decommissioning	Health Checks & Troubleshooting	Audit & Compliance	Service Other Groups and Build Out Content
Onboarding/ Offboarding	Security, Audit & Compliance	Patching & Configuration Updates	VM Migration	
General Change Requests	Cost Optimization	General Change Requests	Cost Optimization	
Configuration Management Database (CMDB Updates)	Obeservability - Event Auto-Remediation			

SCALABLE SOLUTIONS BUILT ON A POWERFUL PLATFORM

IT Operations
Management

Network Operations
Management

IT Service
Management

Cloud
Operations

Automation Exchange

bmc
CISCO
ORACLE
servicenow
JIRA
cherwell
Nagios
IBM
Jenkins
freshworks
ivanti
slack
zendesk

No-Code Runbook Builder	Automation Dashboard

Remote Executor	Scheduled Workflows	Event-based Workflow	ML	Self-Service Portal

Cloud

On-Premises

Deployment Models

AUTOMATION ACCELERATORS

Pre-packaged solutions for every IT team that includes starter templates, field-tested automation actions, and integrations help IT with fast time to ROI

AUTOMATION EXCHANGE

Pre-built workflows available on the Automation Exchange jump-start IT automation

THIRD PARTY INTEGRATIONS

Seamless bi-directional integration with almost any IT tool enables fast implementation

AUTOMATION PLATFORM

Build robust and enterprise-ready automations using our intuitive, no-code workflow designer and an extensive library of actions. Drag and drop actions to put together a complex workflow in minutes

DEPLOYMENT MODELS

Use Resolve in the cloud or on-premises to build your foundation for automation

OUR CUSTOMERS UNLOCK UNLIMITED POSSIBILITIES WITH RESOLVE

Resolve enables organizations to maximize operational efficiency, overcome labor shortages, reduce costs, quickly troubleshoot and fix problems, and accelerate service delivery.

Improve IT Service	Drive Business Value
21% Reduction in customer escalations	**$1M+** Annual savings by reducing MTTR and call volume
40% Increase in efficiency left shifting L3 to L0	**$1M+** Annual savings with proactive, automated workflows

Interested?

Please email us at
info@resolve.io
for more information
or visit us at **resolve.io**.

ABOUT RESOLVE

resolve.io

Resolve Systems helps enterprise technology teams worldwide achieve agile operations with an industry-leading intelligent IT automation platform. With more than a decade of automation expertise, Resolve's solutions are purpose-built to address challenges posed by increasing IT complexity. Organizations use Resolve to automate IT operations, service management, network operations, cloud operations, and enable Centers of Excellence to orchestrate enterprise-wide automation. Resolve enables organizations to maximize operational efficiency, overcome labor shortages, reduce costs, quickly troubleshoot and fix problems, and accelerate service delivery. Resolve is majority-owned by Insight Partners, a leading global venture capital and private equity firm investing in high-growth technology and software companies.