

Resolve Platform Overview

Resolve is an agentic IT automation and orchestration platform purpose-built for hybrid enterprise environments. The platform transitions IT operations from reactive, ticket-centric service models to proactive, autonomous operations.

Major global enterprises deploy Resolve across use cases ranging from incident and change automation to complex network operations, observability response, hybrid infrastructure remediation and intelligent service desk transformation.

Resolve is used by:



Infrastructure & Operations teams seeking to reduce manual triage and increase operational agility



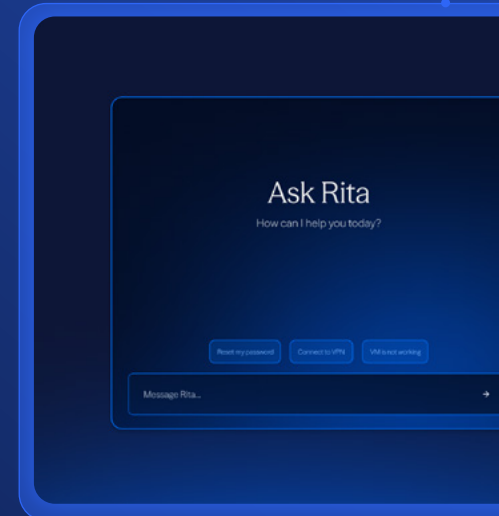
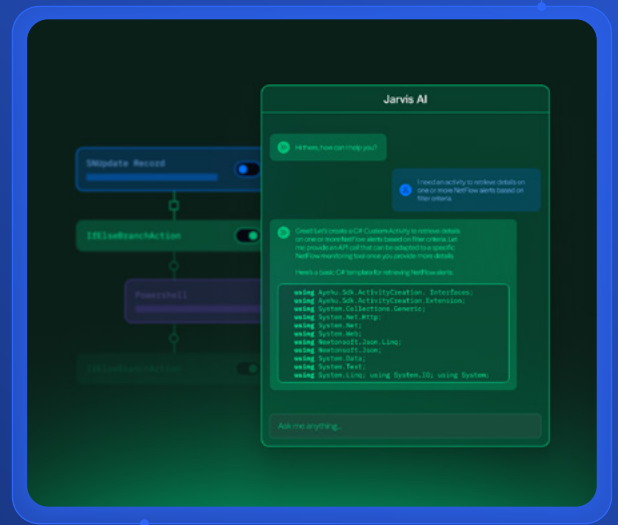
NetOps teams aiming to tame alert storms and automate remediation across multivendor networks



ITSM owners who need to reduce ticket volume, improve SLA performance, and scale support



CIOs & CTOs looking to modernize IT service delivery, unlock workforce productivity and enhance customer experience



A Zero Ticket IT Operating Model

Resolve underpins the Zero Ticket IT operating model, leveraging AI agents and proactive remediation to eliminate manual ticket queues entirely:

Human Door

RITA intercepts and resolves common service requests, significantly reducing Level 1 ticket volume.

Machine Door

AIOps integrations auto-triage anomalies, triggering self-healing workflows to prevent issues before they escalate.

This enables:

Improved employee experience & productivity

Increased customer satisfaction scores

60-90% reduction in ticket volume

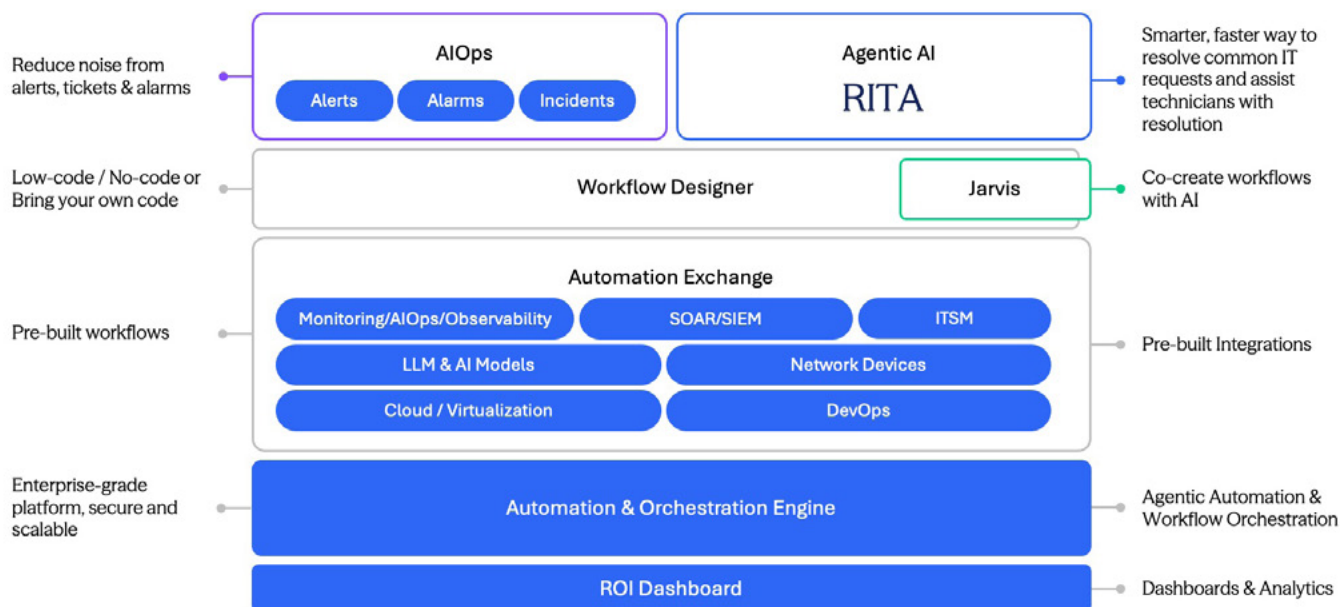
Faster MTTR and higher FCR

Reduced ITSM spend and support overhead

Architecture Overview

Resolve's scalable, modular architecture supports:

- SaaS, on-premises, and hybrid deployments
- Event-driven orchestration engines
- Embedded AI/ML agents for intelligent automation
- Containerized deployment options



Automation & Orchestration Engine

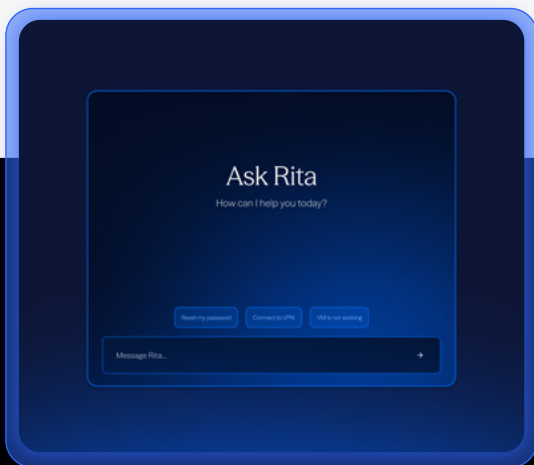
At its core, Resolve provides a flexible orchestration engine capable of ingesting signals, executing logic, and orchestrating tasks across systems in near-real-time. Triggers can originate from monitoring tools, ITSM systems, event brokers, scheduled workloads, and more.

Key capabilities include:

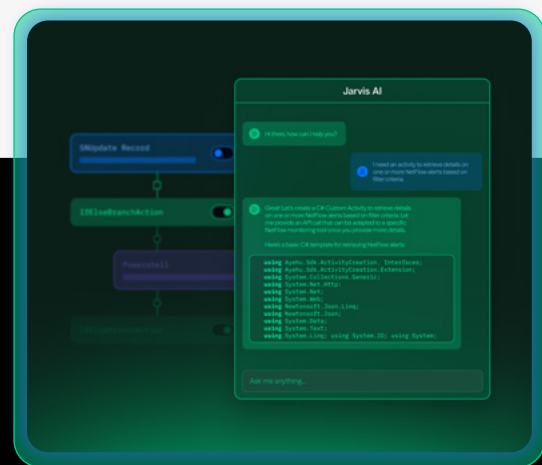
- Parallel and conditional execution logic
- 5,000+ pre-built workflows on the Automation Exchange
- Synchronous and asynchronous actions
- Dynamic data passing between systems
- Create reusable, custom activity blocks using your existing code or AI-assisted code

Automations are built using a visual designer or API-defined interface and can include script execution, API calls, SSH commands, CLI commands and more.

AI Agents



RITA: Reduces MTTR by intelligently triaging and resolving routine service desk requests.



Jarvis: Facilitates rapid workflow creation with no-code capabilities, identifying high-value automation opportunities.

Integration Framework

Resolve's powerful integration framework unifies disparate IT ecosystems:

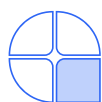
- Over 1,000 prebuilt integrations
- Supports REST APIs, SNMP, SSH, and CLI
- Bi-directional data normalization and actions



Security and Governance

Resolve prioritizes security and governance, offering robust mechanisms designed to meet stringent enterprise standards:

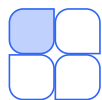
- **Role-Based Access Control (RBAC):** Provides granular, role-specific permissions to ensure that users have access only to the necessary functions and data.
- **Audit Logging:** Comprehensive logging captures detailed records of every automated action and user interaction, enabling compliance, troubleshooting, and historical analysis.
- **Security & Compliance:** Resolve adheres to SOC I and SOC II compliance standards and is ISO 27001 certified.



Use Case 1

Proactive Incident Management

Detect anomalies and remediate network and infrastructure issues before they escalate. By utilizing AI-driven auto-triage and self-healing workflows, our platform reduces incident resolution times by 75+%, significantly improving service uptime and reducing manual workload.



Use Case 2

Service Desk Automation

Routine requests such as password resets, access provisioning, and software installations are handled automatically, reducing ticket volume by 50% within six months. This automation cuts ITSM licensing costs by 40%, boosts employee productivity, and significantly enhances overall employee satisfaction.



Use Case 3

Intelligent Network Automation

By automatically triaging and orchestrating responses across multi-vendor network components, network operators can reduce false positives by 80+%, ensuring network stability and significantly cutting operational overhead.



Use Case 4

Infrastructure Automation

Automate critical infrastructure management tasks, including resource provisioning, system configurations, and compliance monitoring across cloud and on-premises environments. Automated workflows accelerate infrastructure deployment from days to minutes, ensuring consistent configurations, reducing risk, and enhancing operational agility and efficiency.

Proven Impact at Enterprise Scale

Resolve drives measurable outcomes across some of the world's largest IT environments—delivering automation that scales, simplifies, and saves.

\$1M+ Annual Savings at a Global Bank

A top-10 global bank launched Resolve in its IT command center to eliminate manual operations bottlenecks. The pilot cut ticket volume by 60%, automated work equivalent to 10 full-time staff, and reduced incident handling time by up to 50%. Resolve's layered approach laid the foundation for scalable, reusable automation across departments.

600K Tickets Deflected by a Global IT Services Provider

A leading IT services company deployed Resolve to modernize its service desk and accelerate time to resolution. By intercepting and resolving repetitive L1 issues with automation and virtual agents, the organization deflected over 600,000 tickets in a single year—freeing teams to focus on complex cases and strategic work. This large-scale impact showcased how agentic automation can scale support without scaling headcount.

Experience Resolve

Resolve delivers measurable outcomes in complex IT environments. Ready to harness proactive, secure, and intelligent automation?

[BOOK A DEMO](#)



[RESOLVE.IO/REQUEST-DEMO](https://resolve.io/request-demo)