

Agentic Resolution Fabric

Powering Autonomous IT Through Multi-Agent Intelligence

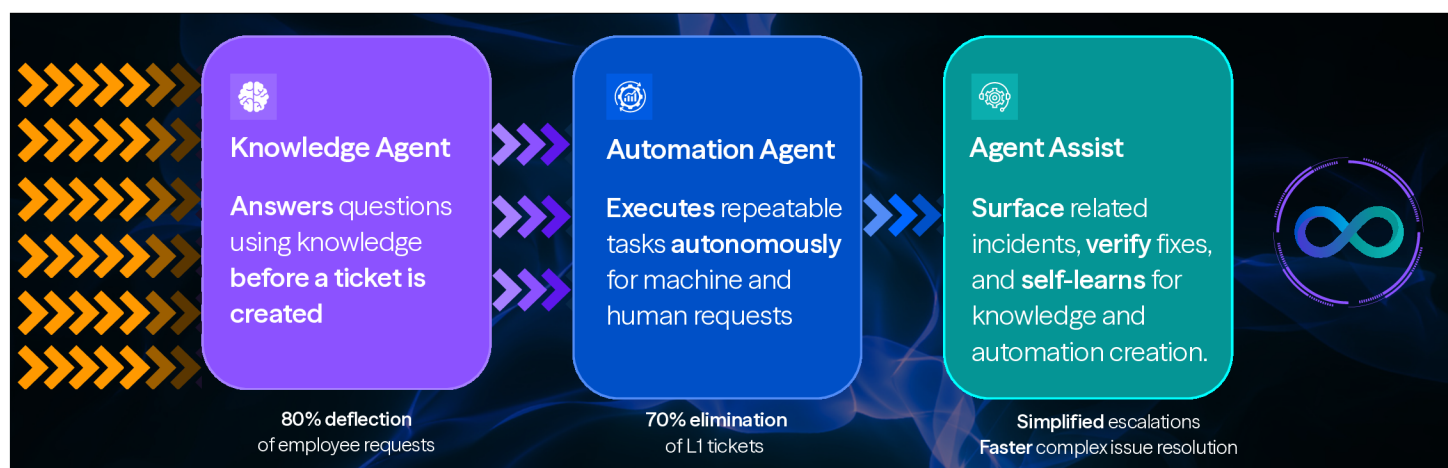
Modern IT environments generate constant noise; alerts, tickets, and escalations that slow teams and fragment response. The constant influx of signals overwhelms traditional service models, leaving IT teams reactive instead of strategic.

The Agentic Resolution Fabric is the foundation of Resolve's platform, a multi-agent system that enables intelligent, autonomous IT operations. It unifies three AI-driven agents; Knowledge, Automation, and Assist, into a connected fabric that continuously detects, decides, and resolves issues across hybrid environments. Each agent plays a defined role within the system, turning fragmented data, signals, and actions into seamless, automated outcomes that improve performance and precision across IT operations.

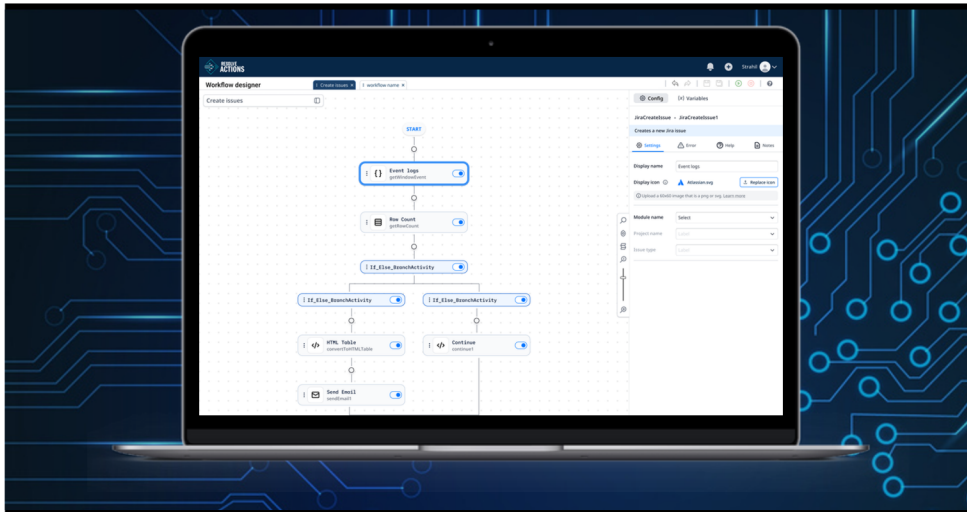
The Fabric eliminates manual triage and ticket-driven workflows by combining reasoning, orchestration, and learning in real time. Knowledge Agent interprets intent and context. Automation Agent executes remediations and workflows. Agent Assist guides human engineers with insight and next-best actions. Together they create a self-learning, closed-loop architecture that continuously strengthens itself with every interaction. The result is an IT ecosystem that operates faster, costs less, and moves confidently toward Zero Ticket IT.

KEY BENEFITS

- + Unified Knowledge Retrieval
- + Lower Ticket Volume
- + Increased Business Agility
- + Touchless Remediation
- + Instant Self-Service Resolution
- + Reduced Operational Overhead



Where the World's Best Run **Without** Tickets



- + 90% Ticket Reduction
- + 80% Alert Automation
- + 99% Faster MTTR
- + 50%+ Deflection in 30 Days
- + 40% Less ITSM Spend

Key Capabilities

- ✓ **Deliver instant** answers and resolutions through chat, portals, and collaboration tools using contextual understanding and enterprise knowledge
- ✓ **Autonomously trigger** and execute cross-domain workflows that remediate, configure, and orchestrate IT processes automatically in real time
- ✓ **Empower technicians** with diagnostics, enriched context, and next-best actions to accelerate complex issue resolution
- ✓ **Continuous Self-Learning** analyzes every interaction and outcome to refine decision accuracy and strengthen automation intelligence over time
- ✓ **Unify** ITSM, infrastructure, network, and cloud systems to deliver end-to-end automation through a single platform
- ✓ **Agentic coordination** between Knowledge, Automation, and Assist Agents to close the loop from detection to resolution
- ✓ **Support** more than 130+ global languages with real-time translation and intent recognition for consistent user experiences
- ✓ **Accelerate** go-live with 5,000+ pre-built automations and native integrations with REST, SNMP, SSH, and CLI connectivity.
- ✓ **Enable** cross-OS interoperability with seamless automation and support across Windows, macOS, and Linux environments

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Only **Visionary** in the 2025 Gartner® Magic Quadrant™ for Service Orchestration and Automation Platforms

One Intelligence Fabric.
Limitless Resolution.

Gartner.
Peer Insights™

95% of Gartner® Peer Insights™ Rank Resolves agentic platform 4-5 stars for modernizing their enterprises IT workflow

About Resolve

Resolve is redefining IT and network operations with an agentic automation and orchestration platform built for the Zero Ticket future. Our platform automates manual workflows to autonomously detect, diagnose, and resolve incidents before they impact the business. By transforming reactive workflows into proactive, self-healing systems, Resolve slashes ticket volume and alert noise by up to 90%, reduces MTTR from hours to minutes, and empowers IT teams to scale without increasing headcount.

RESOLVE

Learn more at resolve.io