

COMPANY PROFILE · 2026

Agentic automation for the autonomous enterprise.

The story, the platform, and the proof behind Zero Ticket IT.

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Resolve is the agentic automation and orchestration platform for enterprise IT, network, and infrastructure teams.

Resolution before it becomes a ticket.

Resolve gives IT teams a platform that resolves issues before they turn into tickets. AI agents interpret intent, orchestrate action across the full stack, and learn from every outcome, moving operations toward a Zero Ticket IT model, so engineers spend their time on the work that moves the business forward.

Up to 90%

MANUAL TICKETS DEFLECTED
AUTOMATICALLY

Hours → min

MEAN TIME TO RESOLUTION
ON HIGH-SEVERITY
INCIDENTS

Thousands

PREBUILT AUTOMATIONS AND
NATIVE INTEGRATIONS

01

WHO WE ARE

The Company

One platform for agentic IT operations

Resolve is an agentic automation and orchestration platform for IT, network, and infrastructure teams. AI agents detect, diagnose, and resolve incidents and requests before they reach the service desk, then orchestrate the action needed to fix them across the entire environment.

The result is a shift the industry calls **Zero Ticket IT**, where routine work resolves itself and engineers focus on what moves the business forward.

Detect

AI agents read intent and signals from both humans and machines.

Resolve

Governed workflows execute action across the full stack in real time.

Learn

Every outcome feeds back in, so each resolution gets faster and sharper.

Scale that compounds

Global enterprises across financial services, telecom, healthcare, and the public sector run on Resolve. The platform executes at machine scale, and the outcomes show up on the balance sheet.

5,000+

Prebuilt automations
for rapid time-to-value

500+

Native integrations
across IT, HR, Ops,
Security, Network &
Infra

Billions

Automated actions
executed without extra
headcount

90%

Total ticket reduction
for global leaders

\$500M

In annual savings across
customers

20M+

Annual staff hours
returned across the
world

From incident automation to the agentic era

2012

● **Founded**

Resolve begins delivering incident response and automation for security, IT, and network operations.

2017

● **Insight Partners**

Insight Venture Partners acquires Resolve, fueling investment in enterprise automation and orchestration.

2021

● **Ayehu**

Resolve acquires Ayehu, expanding intelligent automation and AIOps adoption across enterprise IT.

2023

● **Espressive**

Resolve partners with Espressive, pairing a conversational virtual agent with its orchestration platform.

Sep 2025

● **Unified platform**

Resolve acquires Espressive, uniting conversational AI and LLM technology with the workflow engine for Zero Ticket IT.

02

HOW IT WORKS

The Platform

The Agentic Resolution Fabric

Three AI agents that reason, act, and learn across the IT ecosystem.

Knowledge Agent

Interprets intent and context from user requests and system signals, then surfaces the right answer or the right next step.

Automation Agent

Executes cross-domain workflows to remediate, configure, and optimize systems in real time.

Agent Assist

Delivers diagnostics, enriched context, and next-best actions for the issues that still need a human.

Each interaction feeds new intelligence back into the system, so resolution gets faster and more accurate over time.

PRODUCTS

Built to deflect, build, and scale

RITA

THE VIRTUAL AGENT

Understands employee requests in natural language and resolves both requests and incidents through conversation, deflecting routine work like password resets, access requests, and provisioning before it becomes a ticket.

Jarvis

THE WORKFLOW CREATION AGENT

Describe a process in plain language and Jarvis builds a working workflow on the canvas, opening automation development to the whole team.

AgentLab

THE ENTERPRISE CONTROL PLANE

Build, test, and deploy agents across your enterprise. Design the agents and skills that get work done and run your operations.

What the platform gives you

- **Orchestration Engine**

Coordinate tasks across IT and network operations to run mission-critical processes end to end.

- **Multi-AI Agent Execution**

Intelligent agents that cut alert noise and deliver touchless remediation.

- **5,000+ OOB Automations**

The Automation Exchange accelerates time to value from day one.

- **No Code · Low Code · Full Code**

Build with a visual canvas, natural-language prompts, or import existing scripts.

- **Governance & Audit**

Approval workflows, role-based access, and logged actions keep autonomy safe and compliant.

- **ROI Analytics**

Track and report efficiency gains with an integrated dashboard for automation return and new candidates.

Where Resolve goes to work

● Service Desk Automation

Deflect and resolve common requests before they reach an agent.

● Incident Resolution

Automate diagnostics, remediation, and escalation to lower MTTR from hours to minutes.

● Service Reliability

Detect issues early and restore services with self-healing, without manual intervention.

● Infrastructure Automation

Provision, patch, and remediate across hybrid environments through governed workflows.

● Network Operations

Automate validation, diagnosis, and configuration across multi-vendor networks.

● Compliance Automation

Enforce configuration and scheduled updates with logged, auditable action.

Interoperable with everything you run

Resolve ships with hundreds of out-of-the-box integrations. When you need something custom, **Jarvis builds the integration into anything** from a plain-language prompt, so you are never waiting on a vendor or a build team to connect a system.

Vendor-agnostic interoperability

Connect to any tool in your environment, from API to CLI, cloud to colocation, with no lock-in.

Out-of-the-box integrations

Hundreds of prebuilt connectors across ITSM, observability, cloud, and infrastructure.

LLM model agnostic

Run the platform on the language models you choose, with no dependency on a single provider.

Connects out of the box with ServiceNow, Splunk, Datadog, Dynatrace, AWS, Azure, VMware, and Kubernetes, and any custom or legacy tool through REST, SNMP, SSH, TCP, SMTP, or SOAP.

Built for the enterprise

Acts across the full stack

Orchestrates action across ITSM, network, cloud, and infrastructure, so issues resolve end to end.

Runs in your environment

The proprietary remote executor runs automations locally, keeping data in your control and compliant with the frameworks your enterprise aligns to.

Governed autonomy

Approval workflows, role-based access, and full audit trails keep every automated action safe and accountable.

Self-healing operations

Event-driven workflows fix issues before they reach a user, cutting ticket volume at the source.

03

WHY TEAMS CHOOSE RESOLVE

The Proof

Compliance that runs on your terms

THE REMOTE EXECUTOR

Resolve runs your automations locally, inside your environment. Sensitive data never leaves your control, so you stay compliant with GDPR and any security framework your enterprise aligns to.

ATTESTATIONS

SOC 1 compliant

SOC 2 compliant

ISO/IEC 27001 certified

SECURITY ARCHITECTURE

- Single sign-on and role-based access control
- Approval workflows and least-privilege execution
- Full audit logging of every automated action
- Flexible deployment from cloud to colocation

CUSTOMERS

Trusted across the enterprise

Global leaders in regulated, high-stakes industries run their operations on Resolve.

FINANCIAL SERVICES

LPL Financial · FIS

80% faster high-severity resolution and seven-figure annual savings.

TELECOMMUNICATIONS

Virgin Media · Ericsson

97M annual executions and \$80M+ saved, with 8M+ engineering hours returned.

HEALTHCARE & LIFE SCIENCES

Dexcom · Guardant Health

90% ticket deflection across IT and HR, with day-one ROI on new deployments.

PUBLIC SECTOR

Peel Regional Police

200 hours a month saved and 160 days of effort eliminated in about 30 days.

A Leader in AI Solutions for ITSM

Resolve is positioned as a **Leader**, furthest in technology excellence, in the 2026 QKS SPARK Matrix™ for AI Solutions for ITSM.

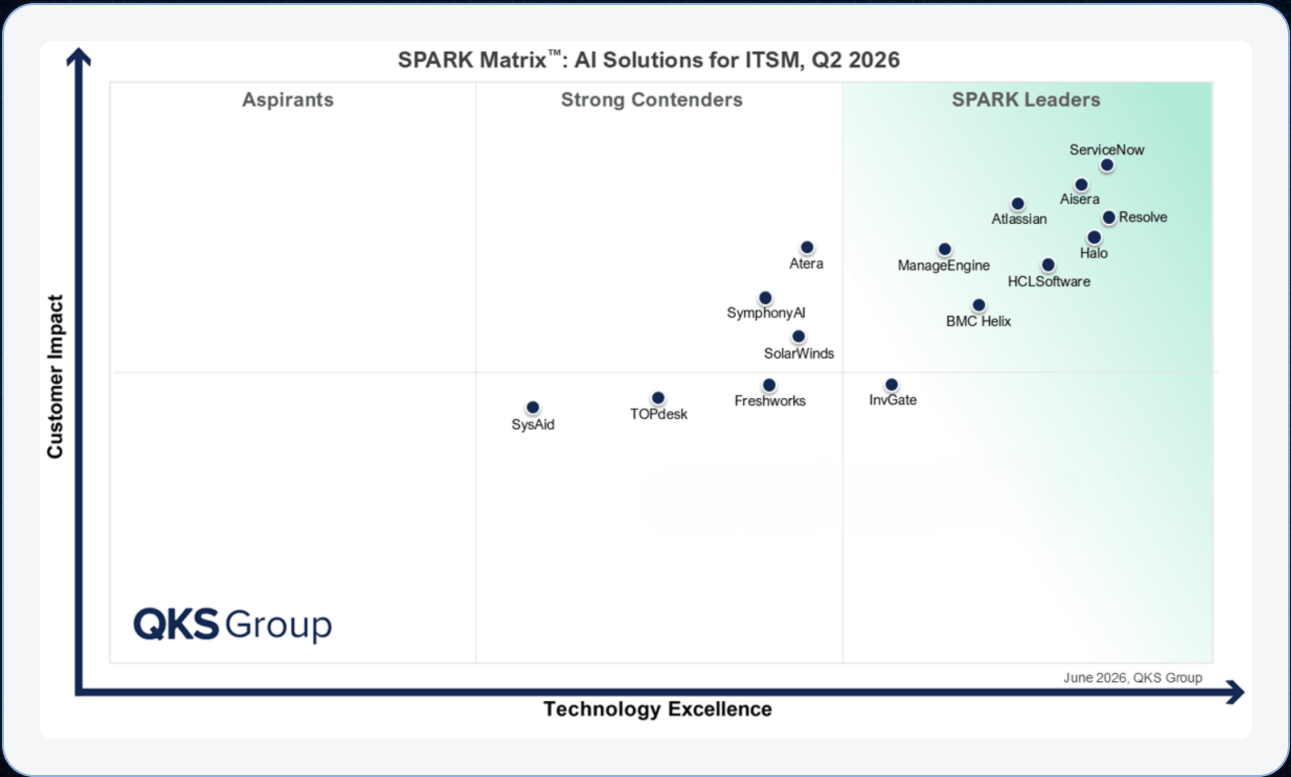


FIG. 01 QKS GROUP SPARK MATRIX™ · AI SOLUTIONS FOR ITSM, 2026

PLACEMENT

SPARK Leaders quadrant

TECHNOLOGY EXCELLENCE

Positioned furthest of all vendors

REPORT

SPARK Matrix™ · AI Solutions for ITSM, Q2 2026

RECOGNITION

Recognized by the analysts who matter

GARTNER

Visionary

The only Visionary in the 2025 Gartner Magic Quadrant for Service Orchestration and Automation Platforms (SOAP).

QKS GROUP

SPARK Leader

Leader in the 2026 SPARK Matrix for AI Solutions for ITSM, positioned furthest in technology excellence.

FORRESTER

Recognized Vendor

The Infrastructure Automation Platforms Landscape, Q2 2026.

EVEREST GROUP

Major Contender

2026 IT Service Management Platform PEAK Matrix Assessment.

What leaders say

Operators in telecom, healthcare, and the public sector on what changed when Resolve went to work.

“

Resolve is key to the success of our consolidation initiative, bringing our call centers into one location to serve the entire region.

AF

Andre Foster

CIO, Cable & Wireless Communications

“

Resolve's native Slack integration was a natural fit for Guardant and facilitated our rapid employee adoption.

KK

Kumud Kalia

CIO, Guardant Health

“

We are averaging close to 200 hours a month saved, \$193,000 saved, and 160 days of effort eliminated, all in just over 30 days.

GJ

Gary James-Zemantis

Peel Regional Police, IT leadership

What customers say

“Six years in, and the support has been exceptional across every aspect of the tool.”

Project Manager · Telecommunications · 250M – 500M USD

“The team has been instrumental. As the product matured, they made sure we saw the benefits.”

IT Associate · IT Services · 50M – 250M USD

“Resolve orchestrates our infrastructure with no dependency on any third-party system or tool.”

IT Manager · Manufacturing · 10B – 30B USD

“An excellent customer experience, with regular check-ins that keep us ahead on new features.”

Manager · Telecommunications · 1B – 3B USD

“Powerful orchestration that integrates network, databases, and ITSM for end-to-end automation.”

Associate · Telecommunications · 10B – 30B USD

“ROI in a very short period, with a very engaged team keen for our business.”

General Manager · IT Services · 1B – 3B USD

Source: Gartner Peer Insights. Reviews reflect the opinions of individual end users.

OUTCOMES

Automation that pays back

90%

Ticket reduction

Dexcom deflects IT and HR tickets autonomously across a global workforce.

70%

Deflection in 90 days

Guardant Health reached day-one ROI with rapid employee adoption.

200
hrs/mo

Time returned

Peel Regional Police eliminated 160 days of effort and saved \$193K in ~30 days.

80%

Lower MTTR

A Fortune 500 financial firm cut resolution time and saved \$1.4M over three years.

8 days →
2 hrs

Request turnaround

BCX collapsed turnaround across high-volume service workflows.

Before
impact

Self-healing

Event-driven workflows restore services before users ever notice.



OUR MISSION

The autonomous future of IT operations.

AI-powered automation and orchestration that drives resilience, agility,
and innovation across the enterprise.