



Leading the Future of Digital Workplace Services

Empowering Profitably at
Scale in the Age of Agentic AI

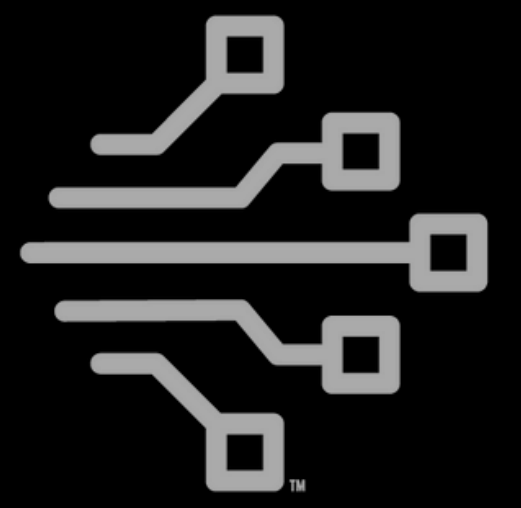
The Digital Workplace Services Market is Being Redefined

Enterprise clients now expect 24/7 service, instant response, and measurable experience outcomes, but DWS providers are still fighting shrinking margins, talent shortages, and rising delivery complexity.

With this shift in landscape, the next generation of DWS leadership will not be defined by the size of the workforce, but by the ability to deliver outcomes without human touch.

This is because the average cost of resolving a level 1 ticket is about \$22 per ticket, while more complex incidents can exceed \$60 per ticket. For large DWS providers that manage millions of tickets annually, this means automation is no longer a future goal; but an economic imperative.





Never Touch Another Ticket

Trusted by leading DWS providers, Resolve is the **only** enterprise-grade platform that **unifies chat, AIOps, and orchestration** to deliver autonomous operations.

Providing a single foundation for Zero Ticket™ IT, enabling faster resolution, lower costs, and continuous improvement across the IT service desk.

The Resolve platform helps DWS providers move from reactive service management to autonomous operations, so organizations never have to touch a ticket again.

90%

Reduction in
Ticket Volume

40%

Lower ITSM
Spending

70%+

Faster Mean Time
to Resolution

\$1M +

Annual Savings
Through Automation

The Shifting DWS Landscape

Traditional IT service management relies on ticket queues and manual triage. This approach slows resolution, increases cost, and limits scalability.

As a result, the DWS landscape is shifting away from the traditional service model built on ticket volume, agent headcount, and service level agreements (SLAs). Enterprises now demand:

What Enterprises Demand

- Outcome-based contracts tied to productivity and experience metrics.
- Always on availability without increasing costs.
- Faster time to resolution across hybrid environments.
- Proof of value through automation and AI.

What DWS Providers Face

- Shrinking margins as delivery costs outpace contract growth.
- Scarce automation and AI talent.
- Pressure to modernize legacy processes while maintaining SLAs.

❏ Profitability now depends on automation maturity, not labor scale. [Gartner](#) estimates that agentic AI will autonomously handle up to 80% of common service issues by 2029, yet most DWS providers still rely on manual triage, leaving millions in potential margin improvement untapped.

Scale with The Agentic Resolution Fabric

Resolve is an agentic IT automation platform that unifies enterprise chat, AIOps, and orchestration under a single architecture. At the core of the platform is the Resolve Agentic Resolution Fabric: a fabric of AI agents that connects people, processes, and systems to deliver end-to-end resolution without manual intervention.

Agentic Resolution Fabric is purpose-built for DWS providers.

With it, tickets are no longer "work waiting to be done"; but [records of work already completed](#).



Three Intelligent Agents in Perfect Harmony

Every employee request and system alert flow through the Agentic Resolution Fabric and are intelligently routed to either the Knowledge Agent or Automation Agent. Any remaining issues not solved by automation are handed off to Agent Assist.



Knowledge Agent

Virtual agent that unifies enterprise information and makes it instantly accessible to every employee. Connects knowledge bases, ticket history, and system data into a single conversational layer that understands context and intent. Employees can ask questions, resolve issues, or request access directly through chat or their preferred workspace (Teams, Slack, portal, etc.).



Automation Agent

Execution engine that performs remediations, configurations, and orchestrations across IT systems in real time. Handles requests and incidents that go beyond the knowledge base by triggering cross-domain workflows that resolve issues without human intervention. Whether the signal comes from RITA, a monitoring tool, or a policy event, the Agent performs the fix in real time.



Agent Assist

Engages when automation is not yet built, enriching tickets with data to accelerate resolution and capture knowledge for future automation. Provides technicians with enriched context, diagnostics, and next-best actions so they can resolve complex problems faster.

These components create a unified platform where human and machine interactions flow through a single automation fabric. The goal is to resolve issues autonomously before they ever require human intervention.



How Resolve Solves the Core Challenges

Challenge	Impact on Providers	Resolve Solution
Shrinking Margins	Manual effort per ticket drives up cost-to-serve.	Resolve automates triage, routing, and resolution to reduce touchpoints and free skilled staff to focus on transformation and strategy.
Talent Scarcity	Building automation expertise internally is costly and slow.	Pre-built automations, guided build (Jarvis), and GenAI models eliminate the need for large technical teams.
Channel Fragmentation	Tickets flow through chat, email, portals, and phone with no unified handling.	RITA and voice integration ensure omni-channel intake and automation.
Reactive Service Delivery	Providers only act after incidents occur.	Resolve Actions integrate with monitoring tools to enable self-healing and preventive maintenance.
Competitive Pressure	Legacy processes limit innovation in RFPs and renewals.	DWS providers using Resolve demonstrate measurable automation-led ROI and position themselves as digital transformation leaders.



According to Everest Group, service desk agents spend 40–60% of their time on repetitive triage — time that Resolve's Resolution Fabric eliminates through guided, GenAI-driven assistance.



Automate Fearlessly

The Economic Win of Choosing Resolve

Margin Expansion

By reducing ticket volume by 60-90%, DWS providers can reduce overall service desk operating costs. Those that have already adopted automation at scale, [report up to 35% margin improvement and 50% faster resolution times.](#)

Improved SLA Compliance

Resolve automates ticket triage and routing instantly, ensuring tickets are assigned and acted within seconds. Providers see up to 70% faster mean time to resolution (MTTR) and higher first-contact resolution rates.

Productivity Gains

Each IT issue costs an [employee 22 minutes of lost productivity](#), underscoring the downstream value of faster resolution for enterprise clients. Resolve Agent Assist increases agent throughput by up to 30%, while Resolve enables 24/7 self-service, improving uptime without overnight shifts.

In addition, Resolve-backed DWS providers can show hard metrics during client QBRs and RFPs, such as:

Autonomous Resolution

Number of tickets resolved without human touch

Proactive Prevention

Number of incidents prevented proactively

Client Value

Time and cost savings passed back to the client

The Agentic Resolution Fabric allows DWS providers and IT teams to:

- Detect and resolve incidents before users are affected.
- Automate repetitive requests at the edge of interaction.
- Orchestrate cross-domain processes through a single platform.
- Act as a digital assistant to provide additional context, recommendations, and data for technicians to solve the problem.
- Continuously learn from every action to improve precision and response time.



Accelerating Joint Growth

The Resolve partner model is designed to fast-track DWS providers' success by helping:



Win More Deals

Resolve provides co-branded marketing and proof-of-value content that demonstrates automation ROI.



Deliver Faster

Get access to prebuilt integrations and automation templates to shorten time-to-value.



Scale Profitably

The Resolve platform handles higher ticket volumes across clients without expanding delivery teams.



Continuously Innovate

QBR-driven alignment ensures automation keeps pace with evolving service needs.

By embedding Resolve as their automation backbone, DWS providers transform reactive outsourcers into autonomous service partners delivering measurable, AI-driven outcomes.

Other partnership benefits include:

- Joint go-to-market strategies and co-selling opportunities.
- Technical enablement and certification programs.
- Dedicated partner success managers.
- Access to Resolve's innovation roadmap and early features.





Ready to Transform Your DWS Business?

Leading the Future of Autonomous Service Delivery, Together.

The future of digital workplace services belongs to providers who can scale automation faster than they scale people.

Resolve enables this transformation by helping every partner move from reactive support to autonomous service delivery.

With the Resolve Agentic Resolution Fabric, DWS leaders can deliver on their clients' promises of speed, uptime, and experience while expanding margins, accelerating deal velocity, and redefining what it means to manage the digital workplace.

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[Try RITA Go](#)