RESOLVE

7-Point Guide



ENTERPRISE IT AUTOMATION PLATFORM GUIDE

The 7-Point Test for Automation That Scales Enterprise-Wide

What to Assess Across Infrastructure, Workflows, and Business Processes Before You Commit

SWIPE THROUGH THE CHECKLIST →

WHAT SCALE MEANS

What Enterprise-Wide Scale Looks Like

Automation scales enterprise-wide when one platform runs workflows for every team that depends on IT, at production volume, under one governance model. Each new use case reuses the integrations and logic already in place, so the hundredth workflow ships as fast as the tenth.

THE THREE CEILINGS TEAMS HIT

Partial Coverage

The tool automates only part of your infrastructure estate.

One System of Record

Integrations stop at a single ITSM or monitoring tool.

Runaway Pricing

Cost climbs faster than the value automation delivers.

SWIPE →



01

INFRASTRUCTURE

Infrastructure Depth Across Your Whole Estate

Provisioning, patching, and configuration should run across every hypervisor and cloud you operate today, plus the ones you may move to after your next renewal. Lock-in at the automation layer turns every licensing change into a migration project.

HOW TO SCORE IT

Full marks if it automates every hypervisor and cloud in your estate with native connectors.



02

TRIGGERS

Triggers You Can Name

Find out exactly what can start a workflow: a chat request, a monitoring alert, a call from another tool, a system event, or a schedule. The more triggers a platform handles natively, the faster work gets resolved from the moment it starts.

HOW TO SCORE IT

Full marks if chat, alerts, tools, system events, and schedules can all start a workflow with zero custom code.



03

EXECUTION

Closed-Loop Execution

The strongest platforms detect, decide, act, and verify the fix in a single run, at machine speed, with your team seeing every step along the way.

HOW TO SCORE IT

Full marks if a single workflow confirms its own fix and records every step for audit.



04

INTEGRATIONS

Integration Breadth

A platform built around one ITSM tool hits its ceiling the first time network or security wants in. Look for connectors across ITSM, identity, network, cloud, and security, plus a clean path to any API.

HOW TO SCORE IT

Full marks if it reaches ITSM, identity, network, cloud, and security tools, plus any REST API.

RESOLVE



05

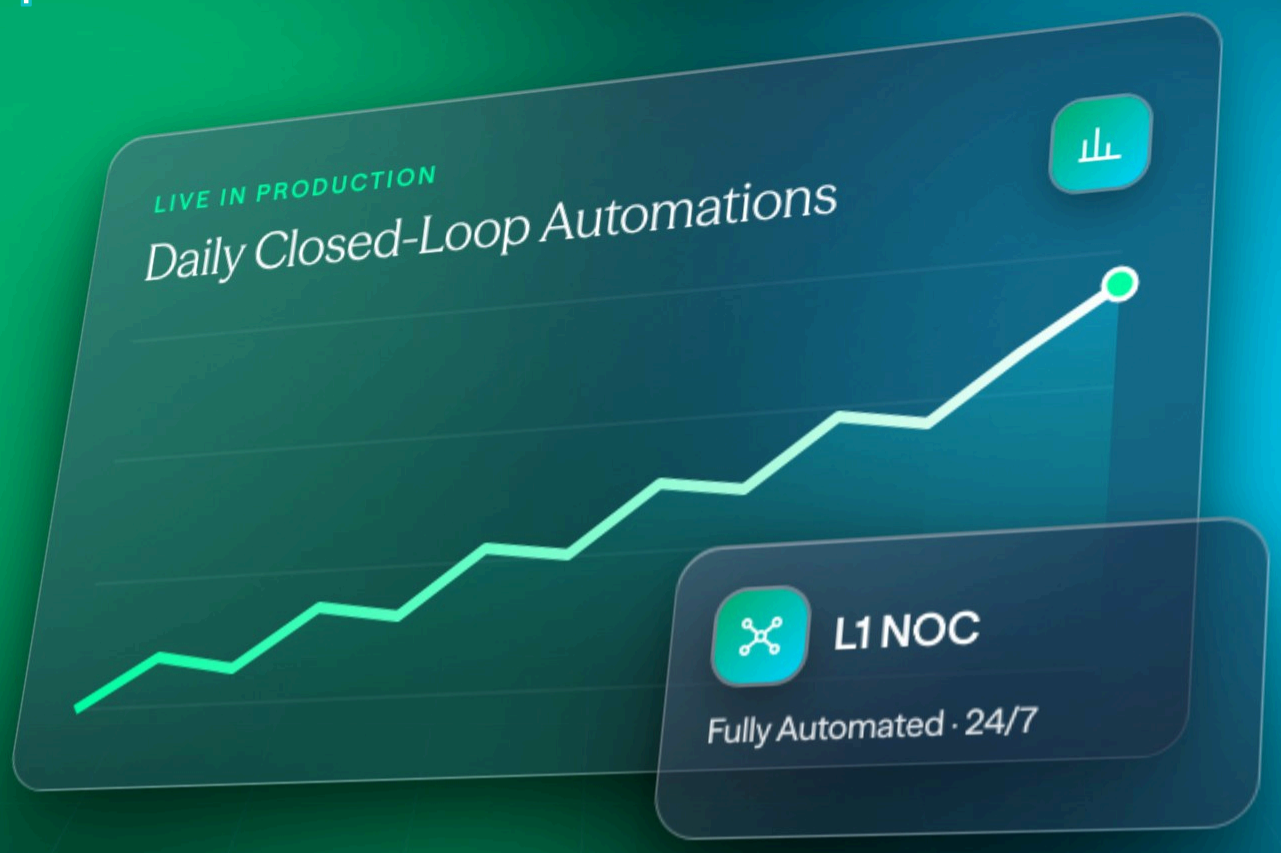
BUSINESS PROCESSES

Business Processes on the Same Engine

The engine running your infrastructure automation should also run onboarding, access requests, and approvals, giving enterprise operations one governance model, one audit trail, and one place to measure results.

HOW TO SCORE IT

Full marks if one workflow runs across IT, HR, and finance under a single governance model.



06

PROOF

Proof at Production Volume

200,000+

Closed-loop network automations every day at a global telecom

90%

Of L1 NOC operations fully automated at another global telecom

HOW TO SCORE IT

Full marks if its customers run six-figure daily automation volumes in production.

SWIPE →



07

PRICING

Pricing That Rewards Scale

Per-run, per-token, and AI add-on billing turn every successful use case into a budget conversation. A flat model lets you expand as fast as the wins come in.

HOW TO SCORE IT

Full marks if your cost stays predictable as automation volume grows.

THE SCORECARD

Score Every Platform Against the Same Bar

1. **Infrastructure Depth**
   Every hypervisor and cloud you run, with native connectors
2. **Named Triggers**
   Chat, alerts, tools, system events, and schedules with zero custom code
3. **Closed-Loop Execution**
   Confirms its own fix and logs every step for audit
4. **Integration Breadth**
   ITSM, identity, network, cloud, and security, plus any REST API
5. **Business Processes**
   One workflow spans IT, HR, and finance under one governance model
6. **Production Proof**
   Customers run six-figure daily automation volumes
7. **Predictable Pricing**
   Cost stays steady as automation volume grows

SWIPE →

RESOLVE

MISTAKES TO AVOID

Where Platform Evaluations Go Wrong

Selecting for One Use Case

The next team arrives with different systems, triggers, and approval paths.

Testing Only Today's Infrastructure

Hypervisor and cloud strategies change after renewals and acquisitions.

Treating Integrations as a Checkbox

Confirm connectors handle the actions you need, plus any REST API.

Splitting IT and Business Automation

Separate engines create separate governance and duplicated integrations.

Skipping the Cost Curve

Price the platform at two and three times planned volume before you sign.

SWIPE →

HOW RESOLVE MEASURES UP

Built to Clear All Seven

1. **Infrastructure Depth**
   Vendor agnostic across the major hypervisors and clouds
2. **Named Triggers**
   Workflows start from chat, alerts, tools, systems, and schedules
3. **Closed-Loop Execution**
   Deterministic workflows that verify every fix they run
4. **Integration Breadth**
   Integrate with everything, including ServiceNow, RSA, and any REST API
5. **Business Processes**
   IT, HR, finance, and operations on one engine
6. **Production Proof**
   200,000+ daily network automations at a global telecom
7. **Predictable Pricing**
   Flat pricing with every AI capability included

SWIPE →

RESOLVE



ENTERPRISE IT AUTOMATION, BUILT TO SCALE

Ready to Scale Automation Enterprise-Wide?

Talk to Our Team About Your Infrastructure, Workflows, and Business Processes

Talk to Our Team

resolve.io