

5,000+ Automation Components *Deployable in Minutes?*

- The Worldwide Debut of a
Game-Changer for IT Automation

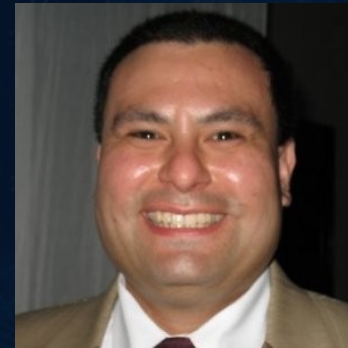
INTRODUCING OUR SPEAKERS

RESOLVE



Guy Nadivi

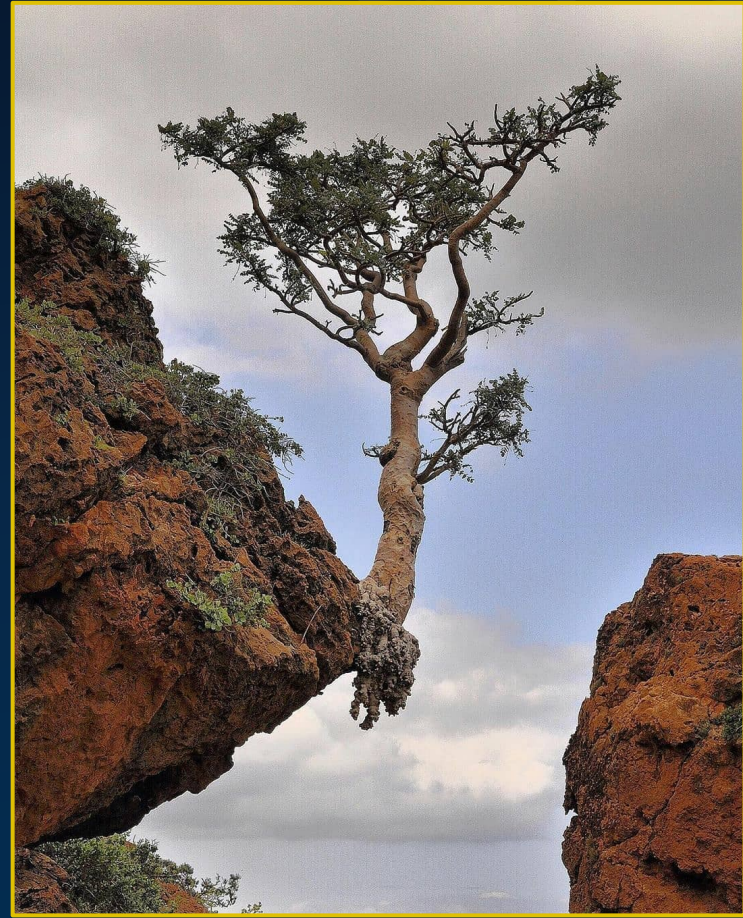
Sr. Director Marketing, Resolve



Marcus Rebelo

VP, Global Sales Engineering, Resolve

Resilience



Digital Transformation Drives Resilience

“...digital transformation has helped companies become more flexible and resilient in the face of worldwide recession, leaving the more digitally mature among them better placed to prosper in the post-pandemic era.”



"Digital transformation is changing. Here's what comes next"
October 1, 2021

Digital Transformation Drives Resilience



“IT leaders are in a strong position after digital initiatives saved many businesses.”



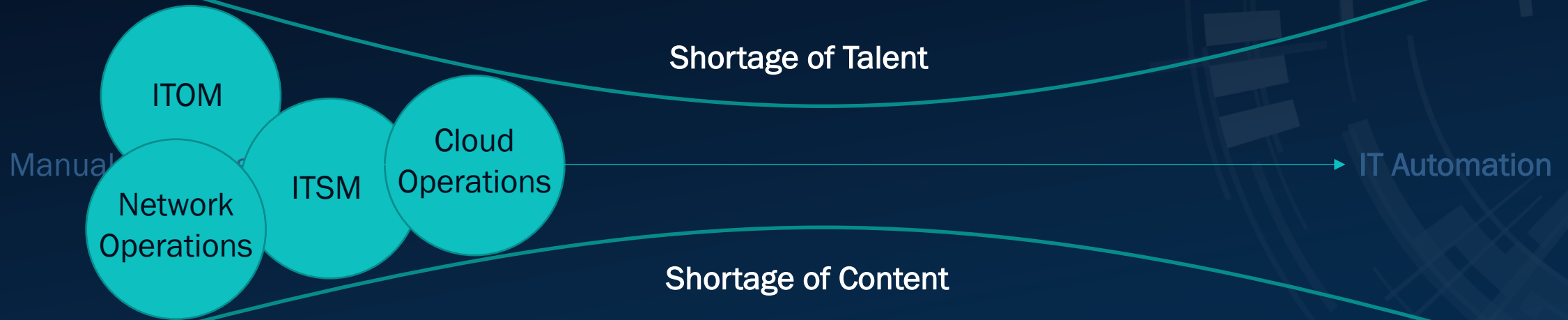
"Digital transformation is changing. Here's what comes next"
October 1, 2021

Digital Transformation Momentum Growing

Top business priorities in the post-pandemic world
Offline organizations (n=605)



Biggest Impediments To Automation




Inertia of Uncertainty



“Where should I start?”



“How do I automate process X?”



**What are some examples of
automations others are doing?”**



**What other things
can I automate?”**

Resolving Bottlenecks & Inertia



Introducing the **Automation Exchange**



**5,000+ IT Automation
Components**



**6 Solution Categories of Easy
To Find, Certified Content**



**Recommendation
Engine**

The **Automation Exchange** Has 6 Solution Areas



**IT Operations
Management**



**IT Service
Management**



**Network
Operations
Management**



**Cloud
Operations**



**Integrated Event
Management &
Remediation**



**Enterprise
Orchestration/
COE**

Automation Exchange: Main Screen

RESOLVE ACTIONS PRO

HomeAdmin DashboardUpload ContentRecommendation Engine

FAQFeedback

FILTERS

Reset

Search Automation Exchange

Types

Action tasks

Automations

Integrations

Category

IT Operations

Network Operations Management

Integrated Event Management & Remediation

Cloud Operations

Enterprise Orchestration / COE

IT Service Management

Resolve Compatibility

7.0

6.4

6.5

IT Operations Management

































































Network Operations Management

IT Service Management

Cloud Operations

Integrated Event Management & Remediation

Enterprise Orchestration & COE

Actions	Name	Description	Tags	Category	Version	Resolve Compat...	Last Updated	Provided By	Validated
  	 update event	Update an alarm event in the Federos	assure1, federos, r	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 get event details	Get event details for a specified Alarm	assure1, federos, r	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 get devices	Get a list of the configured devices for	assure1, federos, r	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 create event	Create a new alarm event in the Feden	assure1, federos, r	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 add event journal	Add event journal for a specified Alarm	assure1, federos, r	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 task update status	Update the status of a task in Barista	chat, espressive, o	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 publish announcement	Publish an announcement in Espressiv	chat, espressive, o	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 post announcement	Post an announcement in Espressive B	chat, espressive, o	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 login	Login and retrieve an authentication tc	chat, espressive, o	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 channel post message	Post a message to a channel in Espress	chat, espressive, o	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 channel post composite message	Post a message, built up from multiple	chat, espressive, o	IT Operations, Netv	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 update incident	Update incident	cherwell, csm, mar	IT Operations, IT Se	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 update change	Update change	cherwell, csm, mar	IT Operations, IT Se	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 search incidents	Search for a Change	cherwell, csm, mar	IT Operations, IT Se	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 search changes	Search for a Change	cherwell, csm, mar	IT Operations, IT Se	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true
  	 resolve incident	Resolve incident	cherwell, csm, mar	IT Operations, IT Se	1.0	6.4, 6.5, 7.0	2021-10-26 14:10	exchange@resolve.io	true

1234...25

items per page

1-25 of 2410 items

Automation Exchange: Recommendation Engine

RESOLVE ACTIONS PRO						
Home Admin Dashboard Upload Content Recommendation Engine						
FAQ Feedback						
Recommendation Engine Dashboard incident_file.csv(1)						
Incidents						
number	short_description	assignment_group	caller_id	Recommended Automations		
				automations		integrations
INC0026403	URL Unreachable	Service Desk	Resolve Systems	Diagnose URL Availability	Proofpoint Integration	
INC0026402	URL Unreachable	Service Desk	Resolve Systems	Diagnose URL Availability	Proofpoint Integration	+1 more
INC0026401	URL Unreachable	Service Desk	Resolve Systems	Diagnose URL Availability	Proofpoint Integration	+1 more
INC0026397	Service W3SVC down on WIN-OD51	Service Desk	Resolve Systems	Resolve Linux Disk Space Expansion		+2 more
INC0026396	Service W3SVC down on WIN-OD51	Service Desk	Resolve Systems	Resolve Linux Disk Space Expansion		+2 more
INC0026395	Windows Disk utilization is high	Service Desk	Resolve Systems	Windows Get Disk Utilization		+2 more
INC0026392	Windows Disk utilization is high	Service Desk	Resolve Systems	Windows Get Disk Utilization		+2 more
INC0026391	Alert from SolarWinds - Error repor	Service Desk		AWS EC2 Instance Management	Derdack Enterprise Alert Integration	+1 more
INC0026390	Alert from SolarWinds - Error repor	Service Desk		AWS EC2 Instance Management	Derdack Enterprise Alert Integration	+1 more
INC0026389	Alert from SolarWinds - Error repor	Service Desk		AWS EC2 Instance Management	Derdack Enterprise Alert Integration	+1 more
INC0026388	Alert from SolarWinds - Error repor	Service Desk		AWS EC2 Instance Management	Derdack Enterprise Alert Integration	+1 more
INC0026387	Linux health check on Localhost		Resolve Systems	Resolve Server Health Dashboard		+2 more
INC0026385	test demo7			Windows Device Availability Test		+2 more
INC0026384	Secure VPN service degradation		Amdocs User	Diagnose Cisco VPN Issues and Remediate with Conditional Rese		
INC0026383	Secure VPN service degradation		Amdocs User	Diagnose Cisco VPN Issues and Remediate with Conditional Rese		
INC0026382	Possible user account issues	IT Securities	Jane Smith	Delete Local Linux User Account		+2 more
INC0026381	Possible user account issues	IT Securities	Jane Smith	Delete Local Linux User Account		+2 more
INC0026380	Threat found from 185.176.27.118	IT Securities		VirusTotal File Submission	Symantec Integration	
1-500 of 9999 items						

Automation Exchange: Feedback

The screenshot shows the 'RESOLVE ACTIONS PRO' interface. A 'Give feedback' modal is centered on the screen. The modal contains the text 'Your thoughts are valuable in helping improve Automation Exchange.' and a text input field with the placeholder 'Let us know what's on your mind'. Below the input field is a checked checkbox with the text 'Resolve may contact me about this feedback.' At the bottom of the modal are 'Send Feedback' and 'Cancel' buttons. In the background, a table of automation actions is visible. The table has columns: 'Actions', 'Name', 'Last Updated', 'Provided By', and 'Validated'. The first row shows 'ServiceDesk Plus Pick' as the action name. The table is paginated, showing items 1 through 25 per page, with a total of 2411 items.

Actions	Name	Last Updated	Provided By	Validated
ServiceDesk Plus Pick		2021-10-26 13:01		false
update event		2021-10-26 11:10	exchange@resolve.io	true
get event details		2021-10-26 11:10	exchange@resolve.io	true
get devices		2021-10-26 11:10	exchange@resolve.io	true
create event		2021-10-26 11:10	exchange@resolve.io	true
add event journal		2021-10-26 11:10	exchange@resolve.io	true
task update status		2021-10-26 11:10	exchange@resolve.io	true

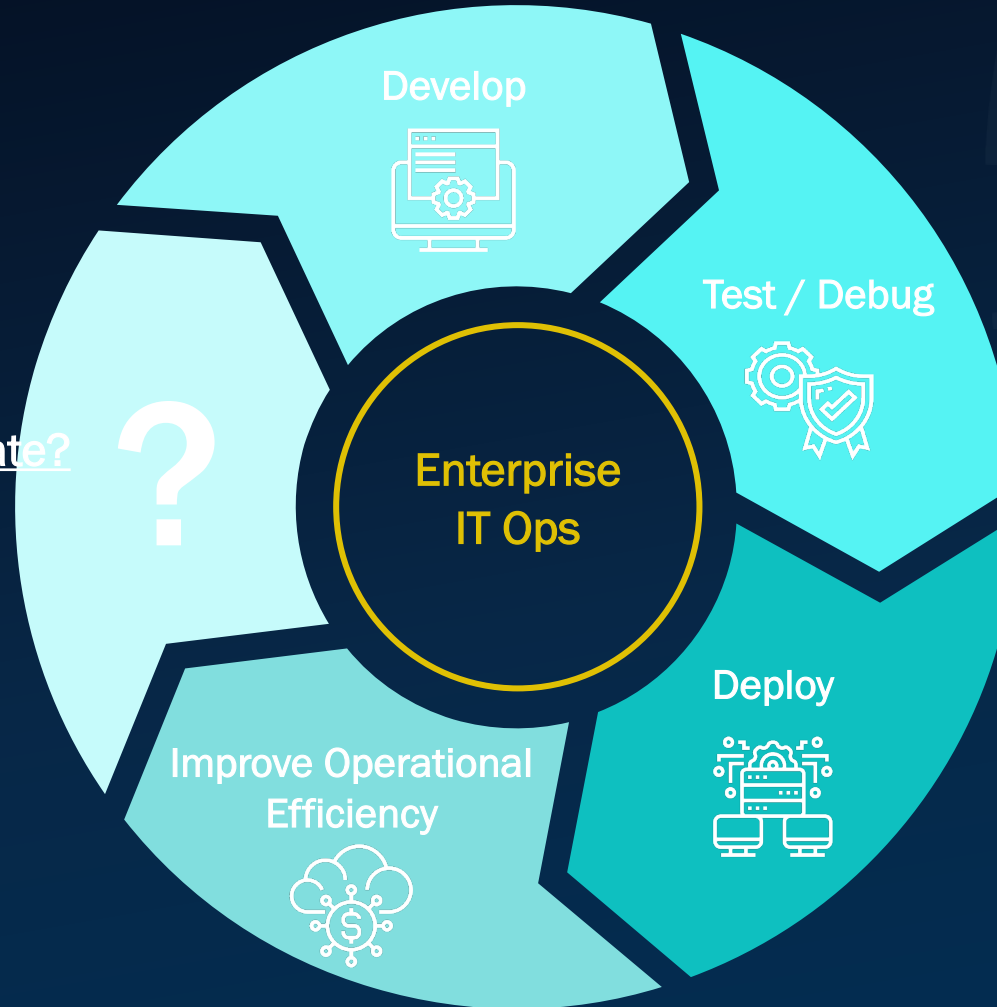
exchange@resolve.io

The IT Automation Flywheel

How do I automate process X?

What other things can I automate?

What are some examples of automations others are doing?



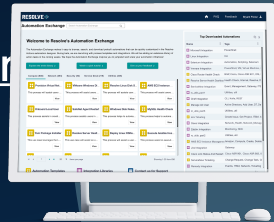
The IT Automation Flywheel

How do I automate process X?

Automation Exchange

What other things can I automate?

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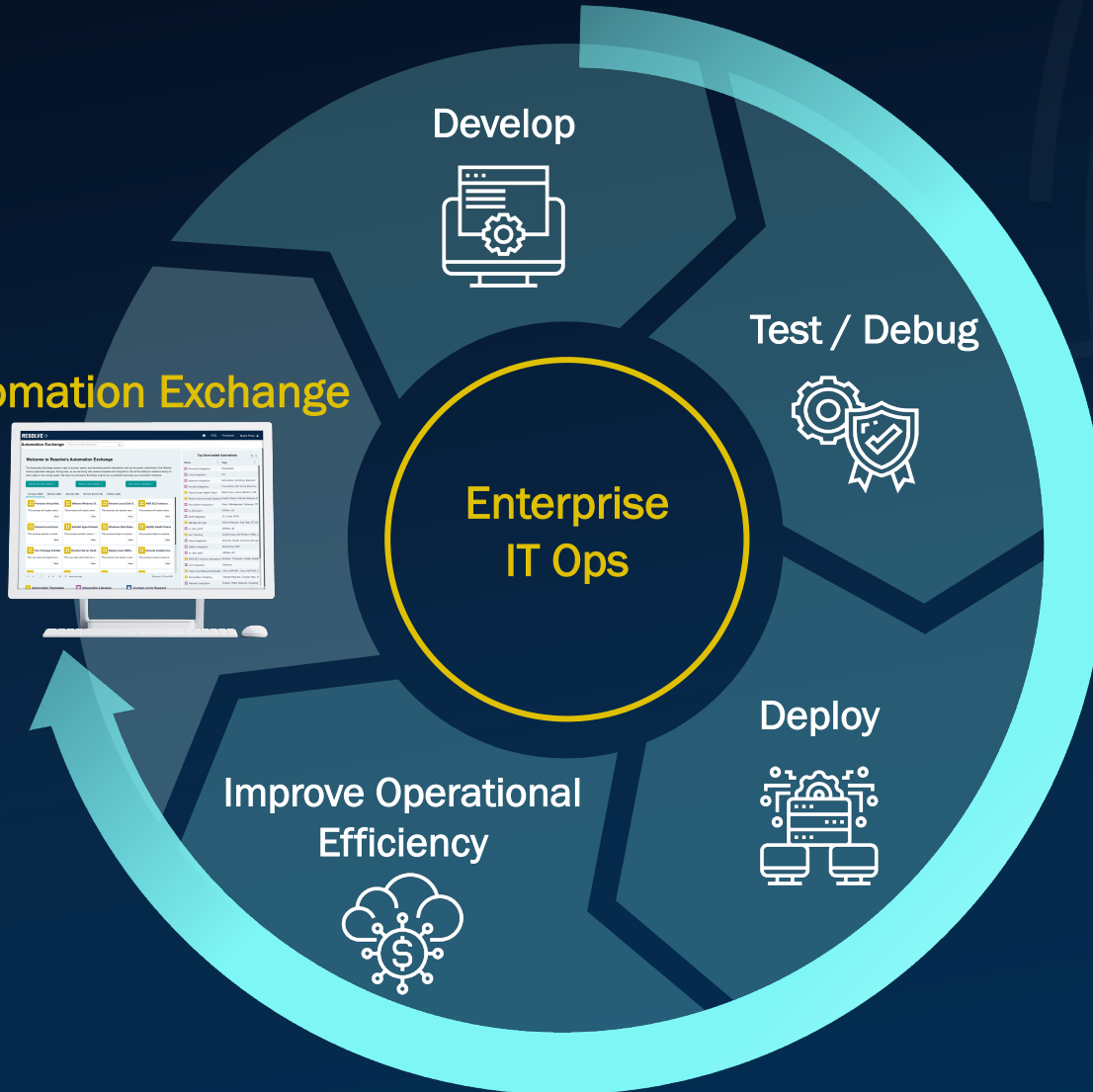
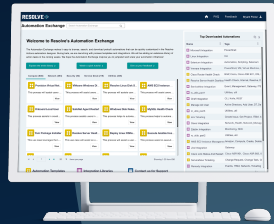


The IT Automation Flywheel



Mitigates
need to
increase
headcount

Automation Exchange

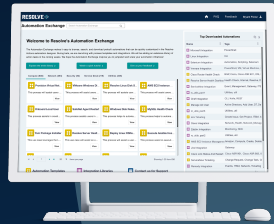


The IT Automation Flywheel



Citizen
Developers

Automation Exchange



Develop



Test / Debug



Deploy

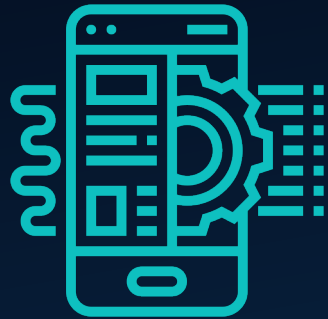


Improve Operational
Efficiency



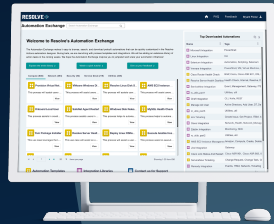
Enterprise
IT Ops

The IT Automation Flywheel



Accelerates
Digital
Transformation

Automation Exchange



Develop



Test / Debug



Deploy



Improve Operational
Efficiency



Enterprise
IT Ops



Q&A + Next Steps

- Submit your questions!
- Test drive the Automation Exchange & its Recommendation Engine
exchange.resolve.io
- Request a 1:1 demo with Resolve

REQUEST A DEMO >

RESOLVE 

Thank You!