Agentic Automation for IT Operations

How Resolve is Enabling True Autonomy Through AI Agents

RESOLVE

Thanks to advancements in Large Language Models (LLMs) and Large Action Models (LAMs), organizations can now deploy AI-powered agents that not only understand intent but can take autonomous action to achieve specific goals, across even the most complex IT environments.

This evolution is called Agentic Automation, and it represents the next frontier in IT operations.

AI agents for IT can:

Interpret natural language requests

Make data-informed decisions

Automate full workflows from start to finish

Continuously learn and improve over time

Agentic AI + Resolve = Safer, Smarter Automation

While the possibilities are exciting, adopting agentic AI can be concerning to a lot of IT leaders. Uncontrolled AI agents, "agent sprawl," and data exposure risks are real challenges.

Resolve's Agentic IT Automation Platform enables safe and controlled adoption of AI agents for meaningful IT use cases.

Keep your data secure
All data is sent to Resolve's private LLM and no sensitive data is used to train models.

Benefit from an orchestrator of agents
Resolve acts as the control plane for all automation and agent activity.

Ensure governance and transparency
Every action is auditable, explainable, and aligned to your policies.

Democratize Automation
Resolve's AI agent, Jarvis, and our low-code/no-code features, let your team start fast and automate at scale.

Powering Automation with Agentic Intelligence

Resolve's AI Agents in Action

At Resolve, we've spent years helping organizations automate and streamline their IT operations to move faster, reduce manual effort, and improve consistency across IT operations.

We are now building on that foundation with agentic automation for IT. This next evolution introduces intelligent, autonomous AI agents designed to take action, make decisions, and amplify the impact of your existing automations.

Jarvis: The AI Architect

Automate Workflow Creation

This AI agent transforms how automation engineers build workflows. Instead of starting from scratch, they describe the workflow in plain language, and the agent does the heavy lifting.

- Understands the nuances of both the user request and platform capabilities

- Instantly builds a workflow on the canvas

This agent dramatically accelerates automation development and empowers more team members to contribute, without needing any platform expertise.
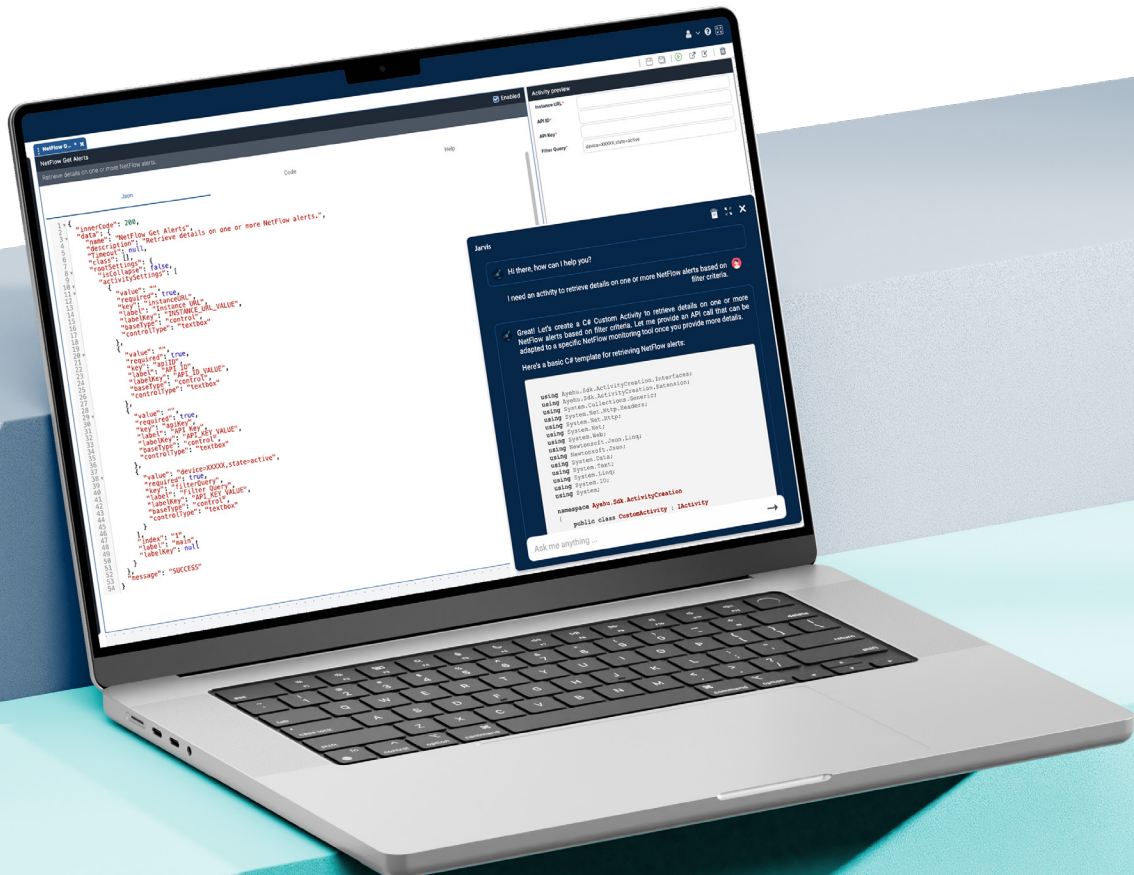
Pinpoint the Next High-ROI Opportunity

This agent helps streamline your approach to automation. Using historical ticket or event/alarm data, it determines the most impactful opportunities for you to make a difference with automation.

- Provides a strategic blueprint for automation
- Reduces noise so your teams can focus on high-impact tasks

Benefit from faster service desk performance, reduced ticket backlog, and a more intelligent, responsive support experience.

RITA: Your Resolution Expert

Dramatically reduce your MTTR

RITA brings smart, real-time assistance to IT ticket handling, where delays often occur. From auto-populating ticket fields and translating user inputs to generating new knowledge articles, RITA enhances the efficiency and accuracy of every support interaction.

- Increase your first call resolution
- Scale your service desk while retaining quality

This agent is your intelligent co-pilot for the IT service desk, designed to reduce mean time to resolution (MTTR) and boost agent productivity without increasing operational costs.

Ready to get started with Agentic Automation for IT?

Resolve gives you the platform, guardrails, and intelligence to deploy AI agents with confidence at scale, and on your terms.

GET STARTED

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