



Automation Exchange: Building Blocks to Accelerate Time to Value

A comprehensive automations library of the most common integrations for the most common vendors

Intelligent IT automation has proven to be a game-changer, particularly during unpredictable times, providing the adaptability and agility enterprises need to achieve optimal resilience, regardless of external circumstances. Yet, many are still catching up on the curve of IT automation adoption, facing common questions and concerns, like:



- Where and how should I start automating?
- What kinds of tasks and processes can I automate?
- What are some examples of automations others are doing?

Our unique approach to automation with Resolve Actions has helped automate complex IT processes that touch multiple technology stacks and environments, cross cloud or on-premises systems, and across infrastructure owned by multiple teams.

To ensure the fastest time to value, Actions can be integrated using the Automation Exchange.



Browsable, searchable, web-based library of prebuilt automations, action tasks, and integrations



Combines an easy to use, web-based interface with a no-code automation designer

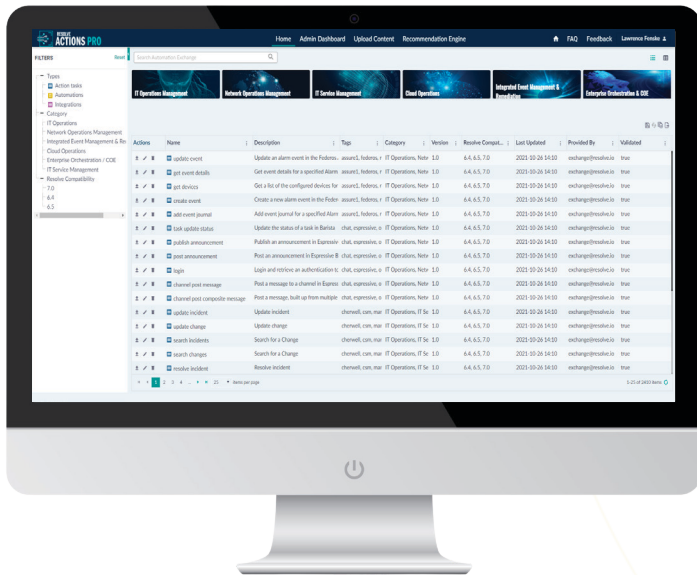


Easy for non-developers to create automations on their own



Enables customers to jumpstart and scale automation initiatives

The Automation Exchange provides out-of-the-box content for 100s of common vendors, technologies, and use cases for implementing automations. It houses over 5,000 pre-built integrations and workflows that are simply a search away from Actions. When used in symbiosis with the industry-leading IT orchestration capabilities of Resolve Actions, this powerful combination accelerates enterprise digital transformation.



- ## Resolve Automation Exchange provides:
- Sample templates for common process workflows
 - Integrations with 100s of the most common 3rd party vendors
 - 1,000s of re-useable action tasks
 - ML-based Recommendation Engine to suggest additional process automations

MAKE INTELLIGENT CHOICES WITH THE RECOMMENDATION ENGINE

Resolve’s Automation Exchange and our ML-based Recommendation Engine can help organizations accelerate their automation journeys to keep up with the growing demand for IT services without increasing headcount. The Recommendation Engine makes suggestions by first processing IT events such as IT Service Management data with its internal algorithm, then proposing the IT automation content best suited for remediating those events. It directly addresses the ‘Where and how should we get started?’ question that challenges many new IT automation users.

The Recommendation Engine helps rapidly pinpoint relevant IT automation content based on environment-specific IT events, which you upload to it in a .csv-formatted file. Those events typically originate in things such as ITSM logs, application monitoring logs, alerts data, and ticket data.

HOW IT WORKS

A variety of natural language processing (NLP) and synthetic data transformation techniques are leveraged to convert event description inputs into search criteria

Existing content is monitored on a regular basis resulting in frequent improvements to the data transformation model

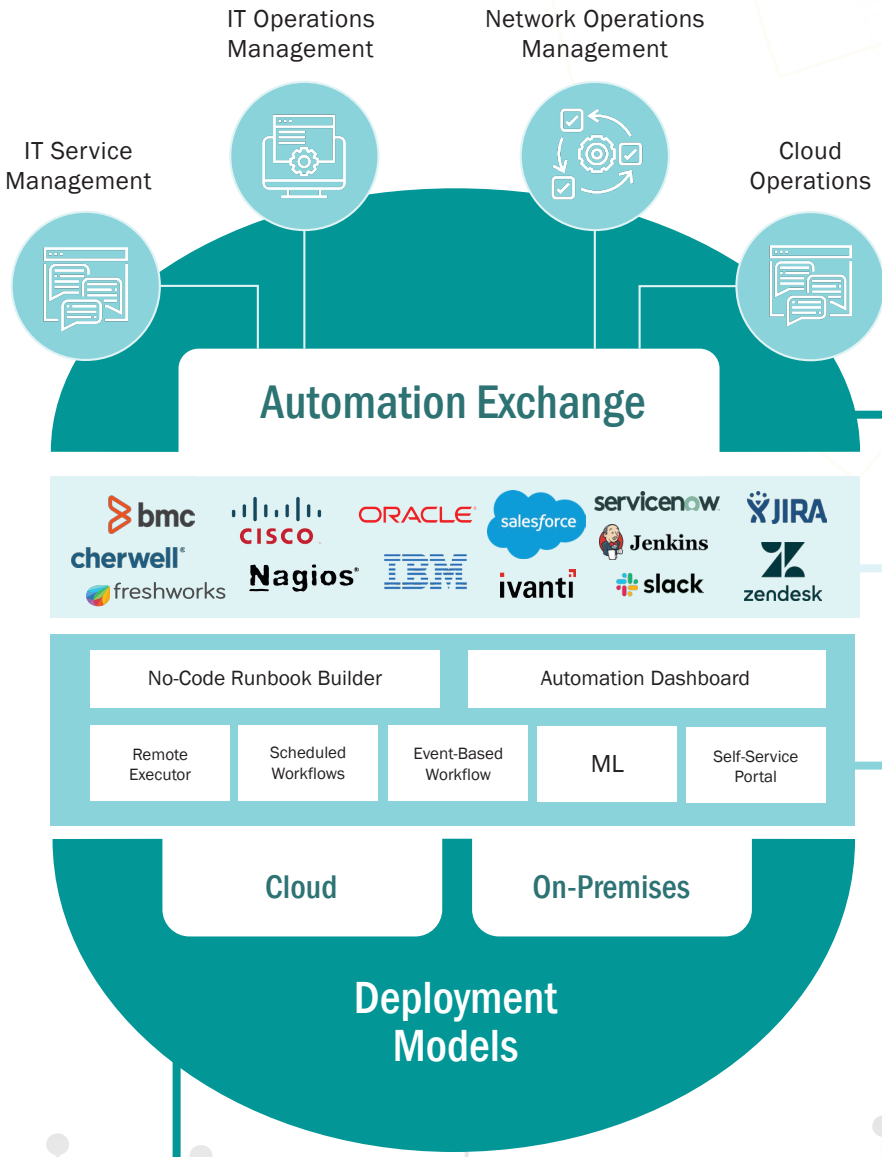
A very fast and scalable full-text search engine is employed for its ability to load transformations once as cached filters that are reused for each subsequent text query executed

The search engine’s distributed architecture can also easily scale horizontally, ensuring that adding more clients or content to the platform will not significantly impact performance

The 2-step approach of regularly monitoring reusable content and leveraging the search engine’s capabilities without going through intermediate services, guarantees up-to-date and accurate searchable content, which in turn delivers fast and scalable recommendations.

AUTOMATION EXCHANGE FULLY INTEGRATED WITH RESOLVE ACTIONS

Purpose-built for IT Process Automation



AUTOMATION ACCELERATORS

Pre-packaged solutions for every IT team. Includes starter templates and field-tested automation actions, and integrations to help IT with fast time to ROI

AUTOMATION EXCHANGE

Pre-built workflows available on the Automation Exchange give IT a jumpstart with automation

THIRD PARTY INTEGRATIONS

Resolve integrates seamlessly and bi-directionally with almost any IT tool for fast implementation

AUTOMATION PLATFORM

Build robust and enterprise-ready automations using our intuitive, no-code workflow designer, which comes with an extensive library of actions that can be dragged and dropped to put together a complex workflow easily

DEPLOYMENT MODELS

Use Resolve in the cloud or on-premises, to build the foundation for automation

PURPOSE-BUILT INTELLIGENT AUTOMATION FOR IT



See fast results with ready-to-use SaaS solutions: Out-of-the-box accelerator packs delivered in a no-/low-code experience to start automating immediately

Integrate with your existing IT systems: Hundreds of pre-built integrations along with the ability to add your own to integrate and orchestrate with existing IT infrastructure

Scale easily from simple tasks to the most complex processes: One powerful platform to orchestrate all IT use cases

ABOUT RESOLVE

resolve.io

Resolve Systems helps enterprise technology teams worldwide achieve agile operations with an industry-leading intelligent IT automation platform. With more than a decade of automation expertise, Resolve's solutions are purpose-built to address challenges posed by increasing IT complexity. Organizations use Resolve to automate IT operations, service management, network operations, cloud operations, and enable Centers of Excellence to orchestrate enterprise-wide automation. Resolve enables organizations to maximize operational efficiency, overcome labor shortages, reduce costs, quickly troubleshoot and fix problems, and accelerate service delivery. Resolve is majority-owned by Insight Partners, a leading global venture capital and private equity firm investing in high-growth technology and software companies.