Accelerate response times with end-to-end IT Incident Remediation

Automate and orchestrate complex remediation workflows across hybrid infrastructures with Resolve

No organization is immune to outages, unplanned interruptions, or quality reduction of normal service. But having a streamlined response plan can ensure these situations are dealt with more effectively to restore normalcy. In a world where increasingly IT efficiency is being measured by mean time to resolutions, triaging and remediating alarms can directly impact the business in a postitive way.

While it is important to stay proactive and treat symptoms before they turn into outages, IT teams today are drowining in data instead of actionable information. Triaging through alerts that are low priority can create alarm fatigue that allows important, high priority alerts to slip through the cracks.

ACCELERATE IT INCIDENT RESOLUTION; REDUCE ALERT NOISE WITH AUTOMATION

Automating incident response is the only way to allow IT teams to focus on the alerts that matter. Resolve Actions provides a unified automation and orchestration platform that seamlessly integrates with your IT ecosystem, be it modern cloud applications or legacy applications and tools, to reduce the amount of time it takes to diagnose, respond, and remediate incidents across Service Desk, IT Ops, Network & Security.

AUTOMATED ACTION   ITSM INTEGRATION   AUTOMATED ACTION   AUTOMATED ACTION   ITSM INTEGRATION

TAILOR-MADE IT INCIDENT RESPONSE FOR YOUR ORGANIZATION WITH RESOLVE ACTIONS

STEP 1: AUTOMATION TRIGGER

Automations can be triggered from observability or AIOps tools or from your favorite ITSM platform. Resolve integrations into most common tools used are already available for download from our Automation Exchange. Resolve automations can also be triggered by developers or ITSM professionals via a self-serve portal.

STEP 2: TRIAGE AND VALIDATION

The alert data is parsed for key information need for triage for eg: node name, IP etc. The alert is validated to make sure it is not a false positive through a series of pre-defined tests. Once that is done, it can prioritize and create an IT incident too.

STEP 3: DIAGNOSIS

Valid alerts kick off comprehensive diagnostics across all related IT systems and application components. With automation getting triggered within minutes of the alert, this is done much quicker than if it were done manually. Every step of the way, all of this information is updated real-time in the IT ticket as the system of record for a detailed audit log.

STEP 4: REMEDIATION

Based on what was uncovered in the previous step, a corrective action can be taken to remediate the issue. Remediation steps for common, recurring incidents can be codified to be performed by automation. Actions such as restarts or low disk space etc can be automated to allow for self-healing infrastructure.
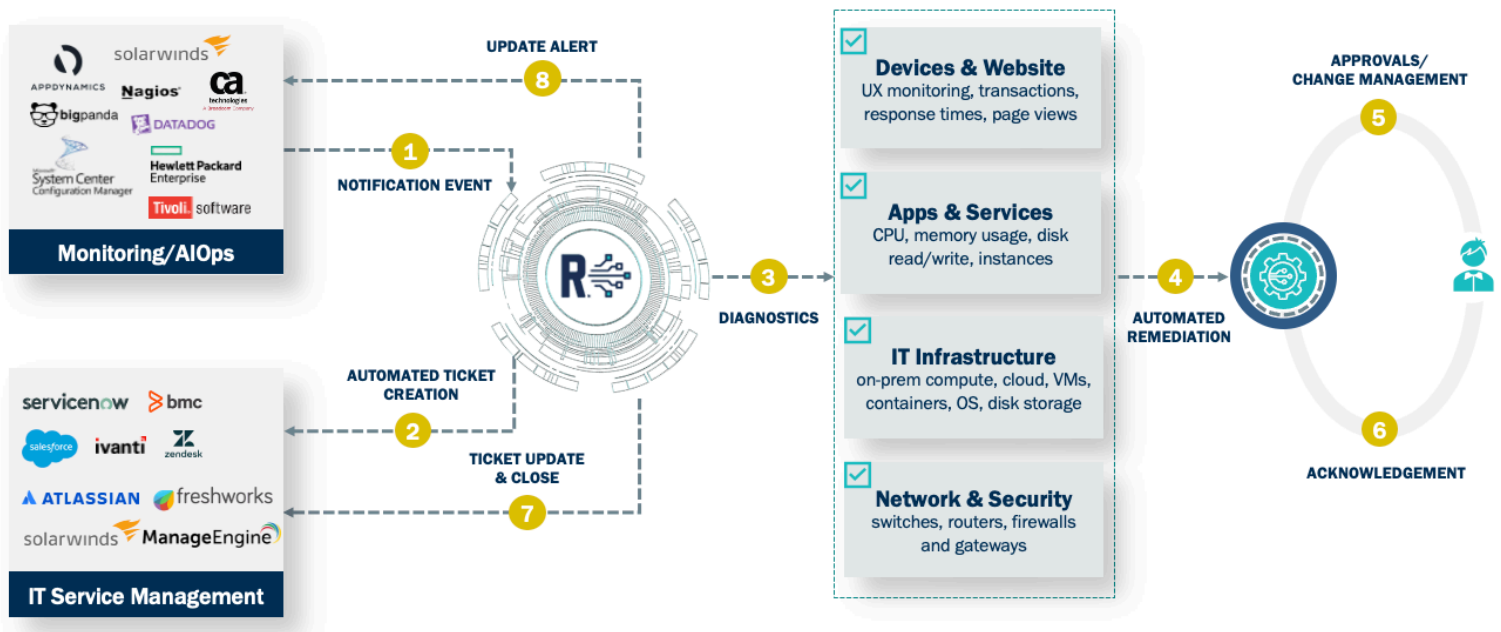
RESOLVE

WHY RESOLVE?

Resolve Actions provides a unified automation and orchestration platform for IT to create a robust response plan for IT incidents. Our unique capabilities allow IT to automate across team silos, whether IT Ops or Network Ops, all while maintaining data and information in the organization's system of record or ITSM platform.

Resolve Actions is an obvious choice for customers for these reasons:
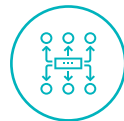
Unified orchestration and automation platform, built for scale

Systematically capture SME expertise to codify response and minimze MTTR

Designed for quickest response, even for complex incident types

Simple drag-and-drop workflow designer speeds time-to-value

Unify network, ITSM with other Ops teams with process & technology

No rip-and-replace; seamlessly orchestrate across existing tools

EMPOWER YOUR IT FRONTLINE FIGHTERS WITH SME-APPROVED IT AUTOMATIONS

IT SERVICE MANAGEMENT

Maximize service desk resources by empowering IT frontline professionals to make smart decisions. SME-approved automations are kicked off as soon as an alarm comes in to reduce escalations and increase IT efficiency. Prescriptive instructions and human-guided automations allow IT to left-shift successfully and maximize their resources.
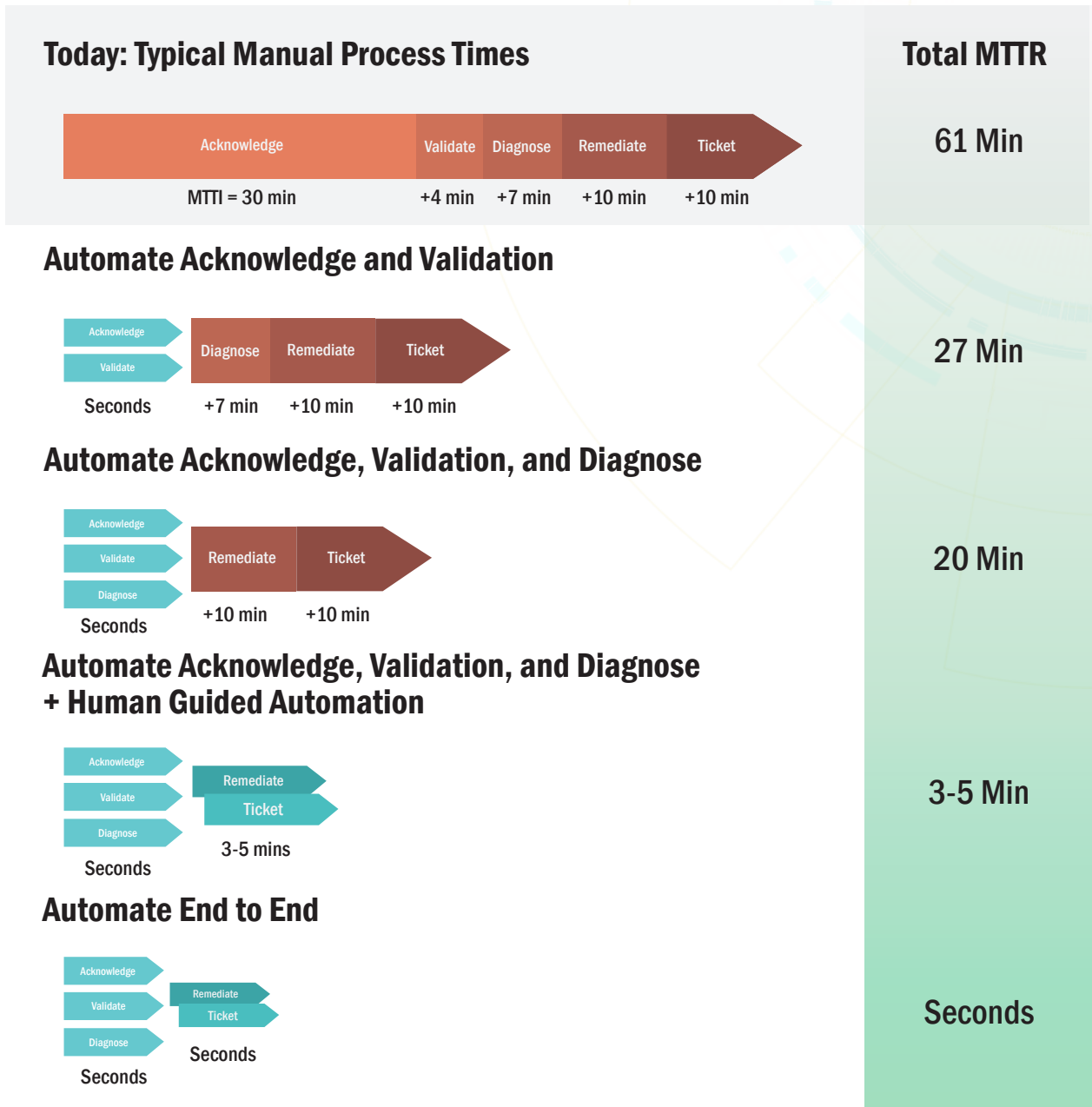
IT OPERATIONS

Let automation handle the time-taking triage and validation of alerts, including running comprehensive diagnosis across diverse IT environments. With fewer false positives, IT Operations are able to dedicate time to understand how the fires started. As they problem solve and dig down into the root cause of incidents, they can focus on preventing future incidents from occurring.

NETWORK OPERATIONS

Scale seamlessly with automation managing exponentially expanding network infrastructure. Resolve Actions acts as a single pane of glass for all incident response tasks, ensuring standard processes across all IT teams. SME-approved automations ensure compliance without compromising security. Detailed audit logs are recorded both within the alarm and IT incident.

RESOLVE

PARTIAL OR END-TO-END REMEDIATION: ACCELERATE INCIDENT RESOLUTION

Auto-remediate or simply run diagnostics to eliminate false positives with Resolve.

Today: Typical Manual Process Times	Total MTTR
Acknowledge — Validate — Diagnose — Remediate — Ticket MTTI = 30 min +4 min +7 min +10 min +10 min	61 Min

Automate Acknowledge and Validation

Acknowledge / Validate — Diagnose — Remediate — Ticket
Seconds +7 min +10 min +10 min

27 Min

Automate Acknowledge, Validation, and Diagnose

Acknowledge / Validate / Diagnose — Remediate — Ticket
Seconds +10 min +10 min

20 Min

Automate Acknowledge, Validation, and Diagnose + Human Guided Automation

Acknowledge / Validate / Diagnose — Remediate / Ticket
Seconds 3-5 mins

3-5 Min

Automate End to End

Acknowledge / Validate / Diagnose — Remediate / Ticket
Seconds Seconds

Seconds

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.