



## Supercharge your service desk with intelligent IT automation

Automate request fulfilment and reduce escalations and deliver a delightful service experience

Delivering service excellence is the main focus of ITSM teams. Though a part of IT, these teams have a direct impact on the business through IT service delivery. During the last few years, the teams have had to scale increasingly, while maintaining quality of service through SLAs.

Automating ITSM workflows can help empower agents to scale to meet technological needs of the business while containing costs. most importantly, however, automation enables ITSM teams to consistently deliver on service excellence. Resolve Actions automates your service desk, from the simplest tasks to the most complex processes, all carefully orchestrated across your IT tools ecosystem.

### BENEFITS OF AUTOMATING SERVICE DESK PROCESSES

- 1 More efficient ITSM
- 2 Lower MTTR
- 3 Fewer escalations
- 4 Reduced OPEX
- 5 Superior employee experience



### RESOLVE IT SERVICE MANAGEMENT AUTOMATION SOLUTIONS

**Service request fulfillment:** Automating high-volume, repetitive tickets frees your service desk agents to handle more complex service requests. Example automations include password reset, employee onboarding, and resource provisioning.

**Incident response and auto-remediation:** Automations help you triage and efficiently cut through alarm noise to eliminate false-positives and remediate incidents promptly. Examples include service restarts and disk space remediation.

## ACCELERATE RESOLUTIONS WITH ITSM AUTOMATION

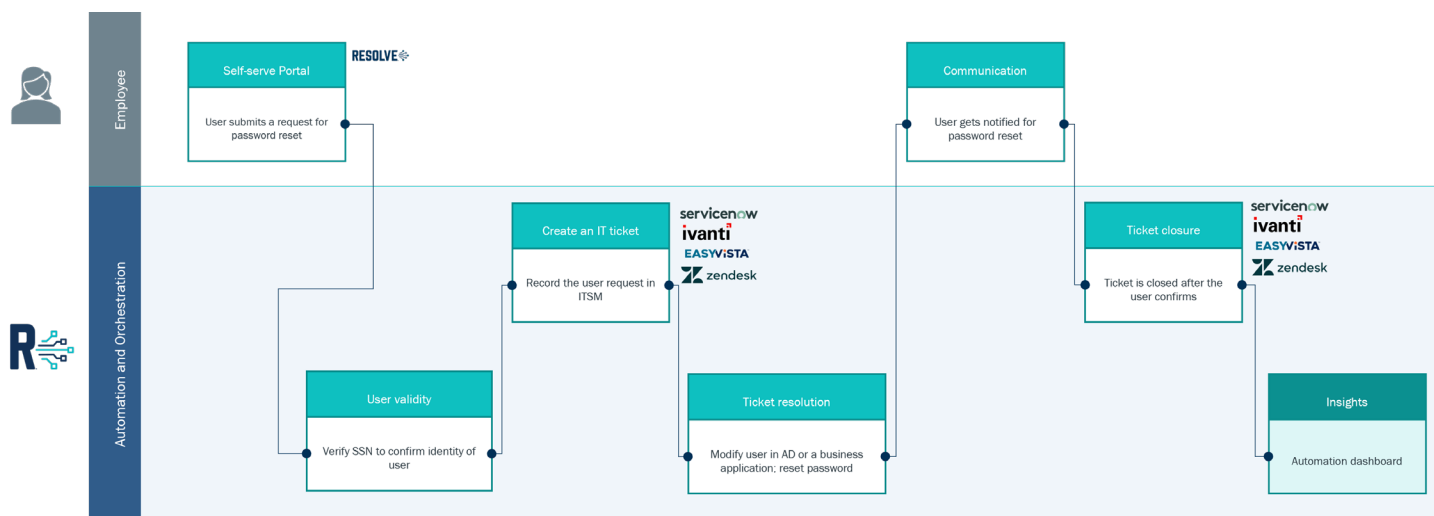
Transform your service desk with IT process automation. Resolve's customers have successfully increased capacity while consistently maintaining service quality and speed. Automating high-volume, repetitive requests can not only free up time for your already strapped IT resources, but also increase process efficiency.

## EXAMPLE USE CASES

### Password Reset

There is no better example of a high-volume, repetitive IT ticket than password reset requests. These are not difficult, but they can take up significant time for a small team of ITSM professionals, quickly becoming expensive. At least, 20% of all ITSM tickets are password-related, with employees needing assistance several times a year.

Automating password resets with Resolve can transform this tedious process into a next-generation, self-serve workflow, while retaining IT governance and oversight on security.



## TOP 10 ITSM AUTOMATION USE CASES



Password resets or unlocking accounts



Automate SQL queries and results distribution



On-board and off-board employees and contractors



Setup/configure user permissions



Application access and permissions



Server pre and post-patch management



Low disk space remediation



Automated provisioning and resizing of VMware and Hyper-V VMs



Provisioning AWS, Azure, Google Cloud resources



Cloud and on-premises application integration

## AUTOMATE WITH RESOLVE ACTIONS TO BOOST PRODUCTIVITY



### Unified orchestration and automation platform

Provides robust unified orchestration layer that creates a centralized automation hub



### No code, low-code, bring your own code

Offers drag-and-drop Workflow Designer and Self-Service Portal for a user-friendly, no-/low-code experience that simplifies and accelerates delivery of new automations



### OOTB integrations and connectors

Seamlessly integrates with almost any IT tool bi-directionally - completely vendor agnostic. Includes pre-built connectors and integrations for fast implementation



### 1000s of pre-built activities and templates with Automation Exchange

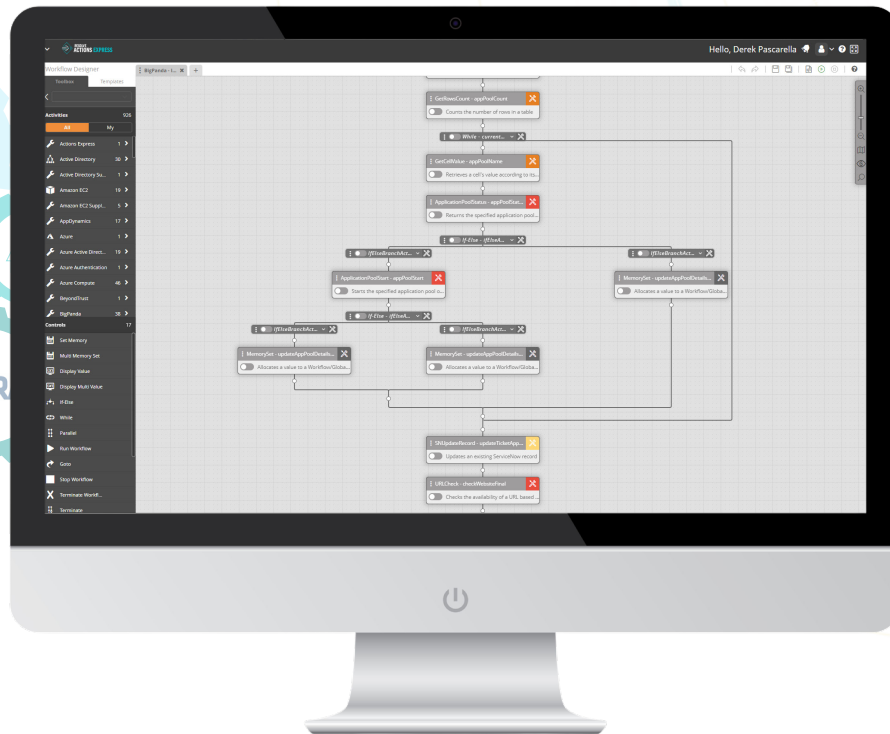
Extensive library of pre-built automation templates to jumpstart an end-to-end automation workflow



### Start small and grow

Executes millions of automations per day (as proven in existing customer environments) and scales to millions of devices (as proven in existing customer environments)

## PURPOSE-BUILT INTELLIGENT AUTOMATION FOR IT PROCESSES



**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:** Integrate and orchestrate with existing IT infrastructure using hundreds of pre-built integrations or add your own

**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.