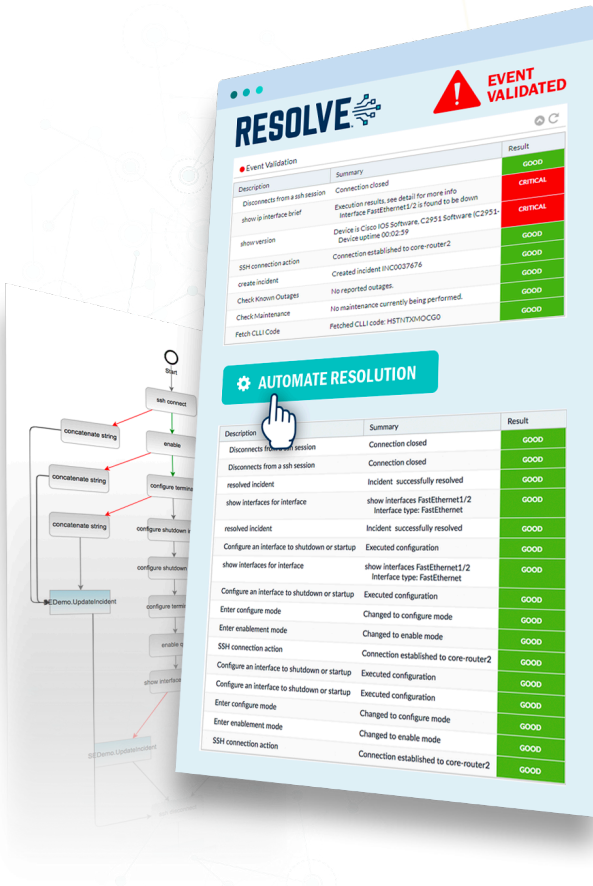




Modernize Your Network Operations with Automation

Optimize network operations across multiple hybrid environments; from servers to applications and DevOps



THE NETWORK AUTOMATION REVOLUTION IS WELL UNDERWAY

Automation is quickly changing how networks are deployed, altered, and managed. While CSPs, cloud providers, and enterprises are at different maturity stages, they are all working to move beyond basic scripting to meet their automation needs at scale. This trend is driven by the need to minimize time spent on repetitive work and scaling efficiency.

Resolve Actions is purpose-built to enable network operations professionals to automate a wide range of use cases, including day-to-day configuration management and proactive incident resolution. NetOps teams worldwide use Resolve Actions to manage and scale exponentially expanding network infrastructures.

RESOLVE CUSTOMERS SEE TANGIBLE VALUE



\$1.8M

IN NOC SAVINGS, PLUS
60% FEWER TICKETS



40,000

MAN-HOURS SAVED
EVERY YEAR



99%

FASTER RESPONSE
(FROM 6 MIN TO 4 SEC)

IMPROVE NETWORK RELIABILITY AND FREE UP RESOURCES

- 1** Drive business agility and service experience levels
- 2** Make production changes with confidence
- 3** Scale Day 2 network operations with automation
- 4** Improve IT metrics with faster incident response and mean-time-to-repair (MTTR)
- 5** Adopt proactive security postures with regular health checks



TRANSFORM NETWORK OPERATIONS WITH RESOLVE ACTIONS

Resolve Actions intelligent automation and orchestration platform is purpose-built to manage network operations complexity. Resolve powers millions of automations on a daily basis to help organizations automate Day 0 - Day 1 operations across their IT ecosystems.



Drag-and-drop action tasks into a workflow designer to build and update complex, multi-step automations



Orchestrate across multiple network devices simultaneously with multi-threaded architecture



Create easy-to-read, color-coded dashboards with network test results to indicate health of network components



Create a self-service portal for key automations to allow less-privileged users to request or trigger workflows



Capture network testing and diagnostic information (for analytics, compliance, and auditing)



Ingest existing automations or scripts to create a library of re-usable action tasks



Gain access to a library of pre-built workflows and integrations for most commonly used applications and vendors



Benefit from a built-in ROI calculator with savings snapshots for each automation workflow



Use guided or interactive automations to include human input for more complex resolution workflows



Auto-create and update IT tickets in any ITSM platform with a detailed log of all actions run as part of the automation

NETWORK OPERATIONS USE CASES

1

Provisioning and Configuration

Pre-built automation workflows for rolling out proactive network tests. Providing diagnostics where issues are found for further investigation

2

Incident Response and Remediation

Approved and standardized processes are enforced by automations, thus removing margin for human error

3

Proactive Network Testing

OOTB templates for fast validation of events, removal of duplicates, correlation and diagnosis prior to end-to-end or human-guided resolution

WHAT YOU CAN DO WITH RESOLVE ACTIONS

Automate your Network Operations Center (NOC) to meet SLAs and other business demands for service and application delivery. Our platform is built to help you manage complex and diverse IT environments, simplify cross-team collaboration, and expedite resolution times for your network incidents and tickets.

No matter where organizations are in their automation maturity, Resolve can automate partial or end-to-end incident response.



Trigger

- User/Developer requests a resource/update
 - Through Resolve self-service portal
 - ITSM ticketing system



Validate and Triage

- Classify and confirm severity of the IT ticket
- Create a ticket if the request came through the Resolve self-service portal



Diagnose

- Run diagnostics to gather additional data
- Execute runbooks based on the ticket type
 - Use pre-built diagnostics (for networking)
 - Update ITSM ticket real-time



Remediate

- Auto-remediate commonly known issues
- Use interactive remediation for changes in mission-critical systems. Involve L3 experts
- Perform post checks to ensure configuration updates
- Update ticket for compliance/audit trail

AUTOMATE FASTER WITH PRE-BUILT INTEGRATIONS AND BUILDING BLOCKS

The Resolve Automation Exchange houses a library of integrations and pre-built workflows to help you accelerate time-to-value. Resolve Actions allows you to download these integrations and workflows to automate and orchestrate actions and complex processes across your IT environment.



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.