Bridge Silos & Automate IT Across the Enterprise

- Automate everything from the simplest to most complex, laborious, repetitive tasks in minutes, not days

- Close the loop from alert to resolution by automating L1/L2 incident response

- Deploy VSAs (Virtual Support Agents) and NLP technology to provide autonomous resolution of incidents and requests

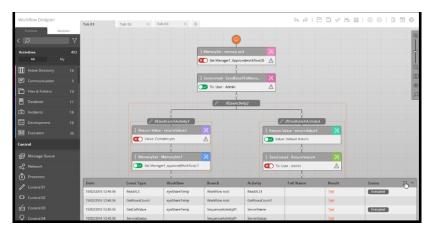**RESOLVE**

Centralized Automation Hub

Ease of use

- Intuitive Visual Drag & Drop workflow designer
- No coding, no scripting
- Easy to maintain – low TCO

Pre-built activities and Workflows

- Out of the box integrations with 70+ products
- Hundreds of pre-built building blocks (activities)
- Short Time To Value
- Active GitHub community adds content daily

Multi-tenancy
Support multiple customers from a single server

No-Coding
No-scripting workflow designer *

Day One
To get your first automated process up and running

Reusability
Build a bank of purpose workflows and reuse them

Agentless
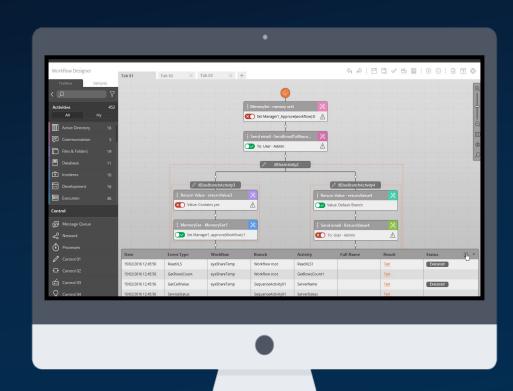Rapid time-to-deployment

Content
Pre-built library of +550 activities and workflow templates
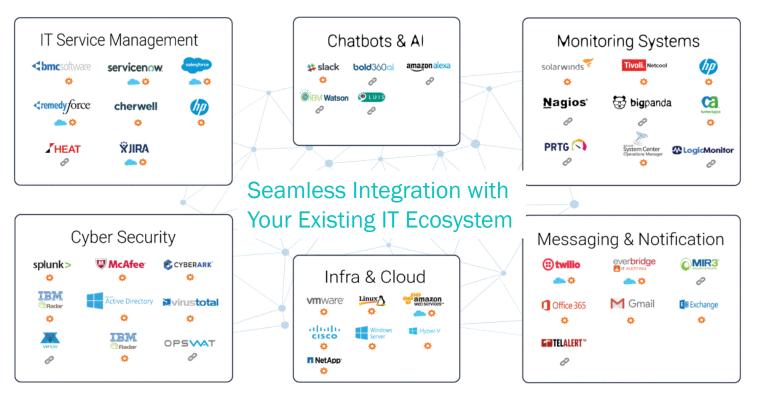
RESOLVE

No-Code Workflow Designer

- Angular Web-based Canvas

- Easy to use – no coding or programming required

- Extensive pre-built library of activities and end-to-end workflows (500+ OOTB activities)

- Work on multiple WFs simultaneously

- Version Control, History & Roll back

- Zoom in/out, mini map, filter by layers

- Advanced Search, Auto complete Search activity by name or type, Group Activities, Undo changes

- Export/Import Workflows – Seamless NG to NG Migration

- Test workflow, Realtime Status
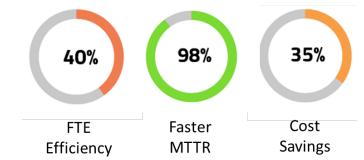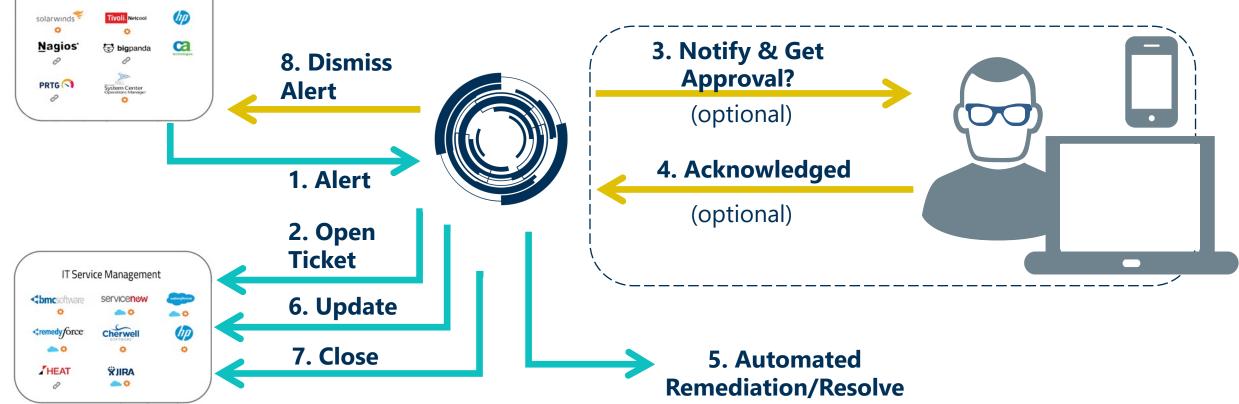
- Expandable textboxes/tables

RESOLVE

Rich API-Based Integration Hub

- Seamless integration – no coding required

- More than 70 pre-built, out of the box integrations available – integrate with common ITSM & ITOM tools, monitoring solutions, applications, and cloud infrastructure

- Additional activities and connectors available on GitHub and supported by our large developer community

- Create your own reusable connectors with a built-in SDK

- Convert any REST API into a workflow activity easily

IT Service Management
bmcsoftware · servicenow · salesforce
remedyforce · cherwell · hp
HEAT · JIRA

Chatbots & AI
slack · bold360ai · amazon alexa
IBM Watson · LUIS

Monitoring Systems
solarwinds · Tivoli Netcool · hp
Nagios · bigpanda · ca technologies
PRTG · System Center Operations Manager · LogicMonitor

Cyber Security
splunk> · McAfee · CYBERARK
IBM Radar · Active Directory · virustotal
VMRAY · IBM Radar · OPSWAT

Infra & Cloud
vmware · Linux · amazon web services
cisco · Windows Server · Hyper-V
NetApp

Messaging & Notification
twilio · everbridge IT ALERTING · MIR3
Office 365 · Gmail · Exchange
TELALERT

Seamless Integration with Your Existing IT Ecosystem

RESOLVE

Autonomous Remediation

40% FTE Efficiency

98% Faster MTTR

35% Cost Savings

Monitoring Systems
solarwinds · Tivoli Netcool · hp · Nagios · bigpanda · ca technologies · PRTG · System Center Operations Manager

8. Dismiss Alert

1. Alert

2. Open Ticket

6. Update

7. Close

IT Service Management
bmc software · servicenow · salesforce · remedyforce · Cherwell SOFTWARE · hp · HEAT · JIRA

3. Notify & Get Approval?
(optional)

4. Acknowledged
(optional)

5. Automated Remediation/Resolve

RESOLVE

Top 10 Use Cases

PASSWORD RESETS OR
UNLOCKING ACCOUNTS

ON BOARD & OFF BOARD
EMPLOYEES & CONTRACTORS

APPLICATION ACCESS
AND PERMISSIONS

LOW DISK SPACE REMEDIATION

PROVISIONING AWS, AZURE,
GOOGLE CLOUD RESOURCES

AUTOMATE SQL QUERIES
& RESULTS DISTRIBUTION

SETUP/CONFIGURE USER
PERMISSIONS

SERVER PRE & POST-PATCH
MANAGEMENT

AUTOMATED PROVISIONING & RESIZING
OF VMWARE AND HYPER-V VMs

CLOUD AND ON-PREMISES
APPLICATION INTEGRATION

RESOLVE

Central Event Dashboard

- Real-time status of platform consumption

- Utilization and executed workflows

- Measure MTTR

- Track incident KPIs & historical behavior

- Audit Trail

- Automated Event Aggregation

RESOLVE

Enabling End User Self-Service

- Employees can fulfill their requests easily and independently while relying on validated processes and workflows

- Redesigned Self-Service

  - Single Platform Authentication

  - Face-lift to the Self-Service Portal

  - Sub-Folders structure for better sorting and managing of forms

RESOLVE

Centralized Audit Trail Console

- Logged details of each workflow executed

- List of all events (external events, scheduled actions, triggers, self service requests, and manual workflow executions)

- Activity log of each event: the event's starting time and the execution of each activity in the triggered workflow

RESOLVE

Out-of-the-Box Workflow Templates

Active Directory:
AD User Synchronization
Add User to AD group upon incoming email
Add users to group according to Excel file
Create disabled users report
Create locked users report
Create new user accounts from a predefined list
Create password never expires report
Create users' passwords expiration report (Admin)
Delete disabled users
Enable/Disable list of users
Find AD zombie computers
Find AD zombie users
Password expiration notification
Reset user password by sending text message
Set AD user property
Unlock locked users
User termination procedure

Application:
Check if antivirus process is running
Check if backup process is over
Check if service is running
Create anti-virus inventory report
Create software inventory report
Find top 5 CPU consuming processes
Find top 5 memory consuming processes
Find unauthorized installed software
Kill a stuck process
Monitor services on a list of servers
Set service credentials
Stop and disable service

Cisco Tasks:
Backup Cisco configuration
Create Cisco routers version report
Display IP routing table
Overview all interfaces on the router
Show router interface status
Show router logs

Files & Folders:
Archive files older than 30 days and delete original
Backup and zip folder
Backup files
Checks file modification date and time
Checks if file exists
Compare DLL versions
Compare folder's contents
Compare two configuration files
Compress files larger than 5 MB
Delete all empty files
Delete all empty folders
Delete all MP3 files
Delete duplicate rows from a file
Delete files older than 30 days
Delete largest 5 files upon request
Download files and distribute it
Find the largest file in the folder
Find the newest file in the folder
Merge two text files
Monitor file access date
Monitor log files
Read specific line from a text file
Replace specific characters in a text file
Return number of lines in a text file

Excel Automation:
Compare Excel files contents
Delete specific rows from Excel files
Migrate database table into Excel file
Migrate Excel file into database table
Read Excel file and send result in HTML format
Return number of columns in Excel file
Return number of rows in Excel file

Database:
Check for errors in a database table
Check number of rows in database table
Compare two database tables
Send SQL query result via HTML

FTP Tasks:
Delete 0KB files from the FTP server
Delete files older than 30 days from FTP server
Delete large files from the FTP server
Download and delete largest file
Download and monitor FTP file download
File Management Automation
Rename a file on FTP server

Incident Management:
Change Management Procedure
Incident management procedure
Increase incident severity every 10 minutes
Monitor incidents that have been opened for over 30 minutes
Monitor critical incidents
Open incidents report
Response action menu
Send email to a list of email addresses
Send text message to a list of recipients

Web Tasks:
Archive old IIS log files
List application pools
Monitor and recover IIS
Monitor and recover website
Monitor list of URLs
Monitor URL according to IP address
Start application pools

VMWare Tasks:
Create a list of power off machines
Create a snapshot on a list of virtual machines
Create snapshots report
Create VM capacity report
Create VMs inventory report
Delete old snapshots
Delete specific snapshot on a list of virtual machines
Deploying virtual machine from template
Power on list of virtual machines

System Tasks:
Automate Linux command
Create OS inventory report
Create servers' status report
Free up disk space
Monitor backup log
Monitor disk space
Monitor mail service using an external address
Monitor servers' availability
Monitor servers' uptime
Monitor system event log
Servers log off procedure
Servers restart procedure
Servers shutdown procedure
Switch to DRP
Wake on LAN procedure
Switch to standby
Workstation hibernate procedure

Security & Compliance:
Alert when admin account created
Audit changes to security policies
Audit failed login attempts
Disable root login Linux
Find services which are running with admin user
Monitor if user was added to a local security group
Monitor security event log
Start anti-virus service
Start Windows firewall

Single or Multi-Tenant Deployment

- Multi-tenant architecture takes the single tenant architecture and replicates it several times on a single server

- Different tenants remain completely unrelated to each other

- There is separation at the database level, so no information is shared across tenants

- Ideal for MSPs managing multiple customer environments, as well as for companies that require data separation between departments (each department becomes a tenant)

Platform Authentication

- Active Directory 2019

- Account Management

- Active Directory Forest Support

- Azure AD Integration

- Integrate directly with Azure Active Directory. Sync users and manage user accounts, with Azure AD as the system of record

- SAML SSO

RESOLVE

Enhanced Security

- **Incident Management**
  - Enables swift response to any potential incident
  - Integrated within the overall corporate cyber incident response plan, covering emergency incidents, escalation, and public vulnerability disclosure
- **Cloud Implementation**
  - Customers benefit from the high security standards and policies that cloud platforms like AWS and Azure provide, with Actions Express functioning as a service
- **ISO 27001 certifiedTLS 1.2 Support**
- **AD 2019 Account Management**
- **User Roles Management**
  - Ability to provide your users with just the right set of permissions

RESOLVE