

# Integrate Everything. Automate Anything.

You've invested in best-of-breed tools. **We make them better together.**

Simplify IT complexity by transforming your existing tools into an orchestrated, intelligent ecosystem.

With 500+ prebuilt integrations and universal API support, Resolve connects across ITSM, observability, infrastructure, security, and DevOps environments. Enabling real-time, cross-domain automation that turns alerts into action, tickets into outcomes, and platforms into a cohesive automation fabric.

## ITSM Platforms

Transform incident, change, and request workflows into orchestrated, policy-compliant automation by integrate directly with leading ITSM platforms to

- Initiate automation workflows from ticket triggers or form submissions
- Close tickets automatically with structured output and audit logs
- Enrich incidents with contextual diagnostics and resolution metadata

**Impact:** Accelerated resolution time, reduced L1 workload, measurable reduction in ITSM platform licensing and consumption costs.

   

## Security & Identity

Drive responsive, automated actions across detection, access, and enforcement across your security architecture.

- Automate user and device containment
- Enforce role-based access provisioning and deprovisioning
- Trigger forensic and remediation workflows based on SIEM/SOAR inputs

**Impact:** Reduced dwell time, streamlined access control, and improved auditability of security responses.

    

## Observability & Monitoring

Extend observability investments with automation that operationalizes alerts and telemetry in real time.

- Correlate events and trigger diagnostics across distributed systems
- Suppress false positives and filter actionable alerts
- Execute remediation workflows tied to thresholds, anomalies, or business impact

**Impact:** Improved signal-to-noise ratio, reduced mean time to resolution (MTTR), and enhanced reliability across hybrid environments.

   

## Endpoint Management

Extend endpoint management with automation that proactively enforces policy, maintains compliance, and resolves device issues in real time.

- Automate patching, software installs, and configuration enforcement
- Remediate policy drift and failed updates in real time
- Share endpoint data with ITSM and security for faster resolution

**Impact:** Consistent compliance, minimized endpoint downtime, and higher workforce productivity through proactive, automated management.

   

## Collaboration & ChatOps

Embed automation directly into collaboration platforms, enabling service interactions and resolution actions within familiar tools.

- Allow users to request services or troubleshoot via chat
- Trigger workflows through structured conversations or forms
- Route escalations with context, history, and suggested next steps

**Impact:** Enhanced employee experience, higher first-contact resolution rates, and improved responsiveness.



## DevOps & Platform Engineering

Support infrastructure as code, CI/CD pipelines, and platform engineering initiatives with scalable automation that accelerates delivery, enforces compliance, and ensures consistency across hybrid environments.

- Orchestrate environment provisioning and teardown
- Integrate automation into deployment pipelines and change workflows
- Detect and resolve configuration drift or compliance violations

**Impact:** Improved delivery velocity, reduced failure recovery time, and standardized deployment processes across environments.



## AI Ops & Event Brokers

Connect with event-driven systems to support closed-loop operations and intelligent automation pipelines.

- Ingest and correlate events across sources
- Prioritize events by business impact or severity
- Execute remediation steps automatically or with approval workflows

**Impact:** Operational continuity, reduced manual triage, and higher service reliability.



## LLM & AI Agents

Operationalize LLMs through agentic AI capabilities that deliver intelligent automation across IT environments.

- Extend automation with enterprise-specific knowledge and context
- Enhance productivity by enabling teams to interact with automation in natural language and generate workflows faster
- Embed LLMs into decision logic, recommendations, and incident diagnostics for more precise actions

**Impact:** Accelerated automation delivery, higher ticket deflection rates, and improved resolution quality through context-aware AI.



## Limitless Connectivity

Extensible integration framework supports virtually any system with:

- REST APIs (authenticated, bidirectional)
- SSH and CLI for direct system interaction
- SNMP support for legacy and network environments
- Bring-your-own-code capabilities for custom integrations

Flexible interoperability across modern and legacy systems, accelerated time to value, and future-proof extensibility.

# RESOLVE

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