

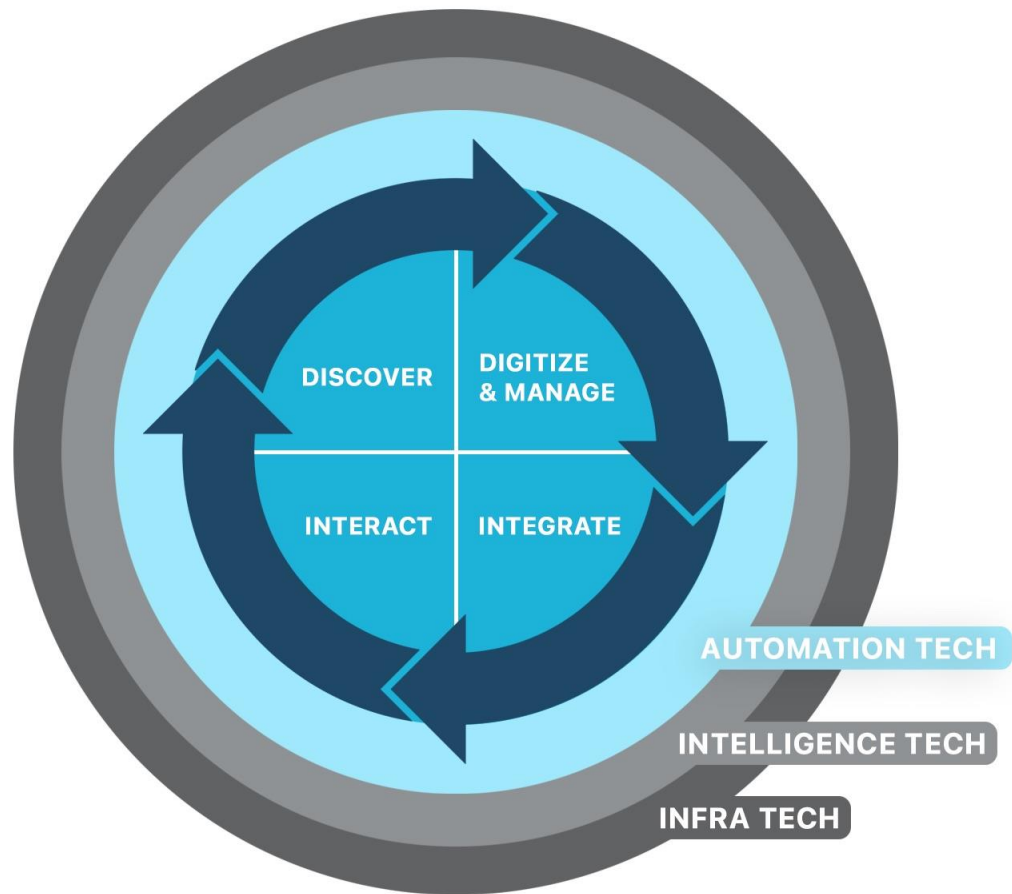
zinno

ZINNOV ZONES

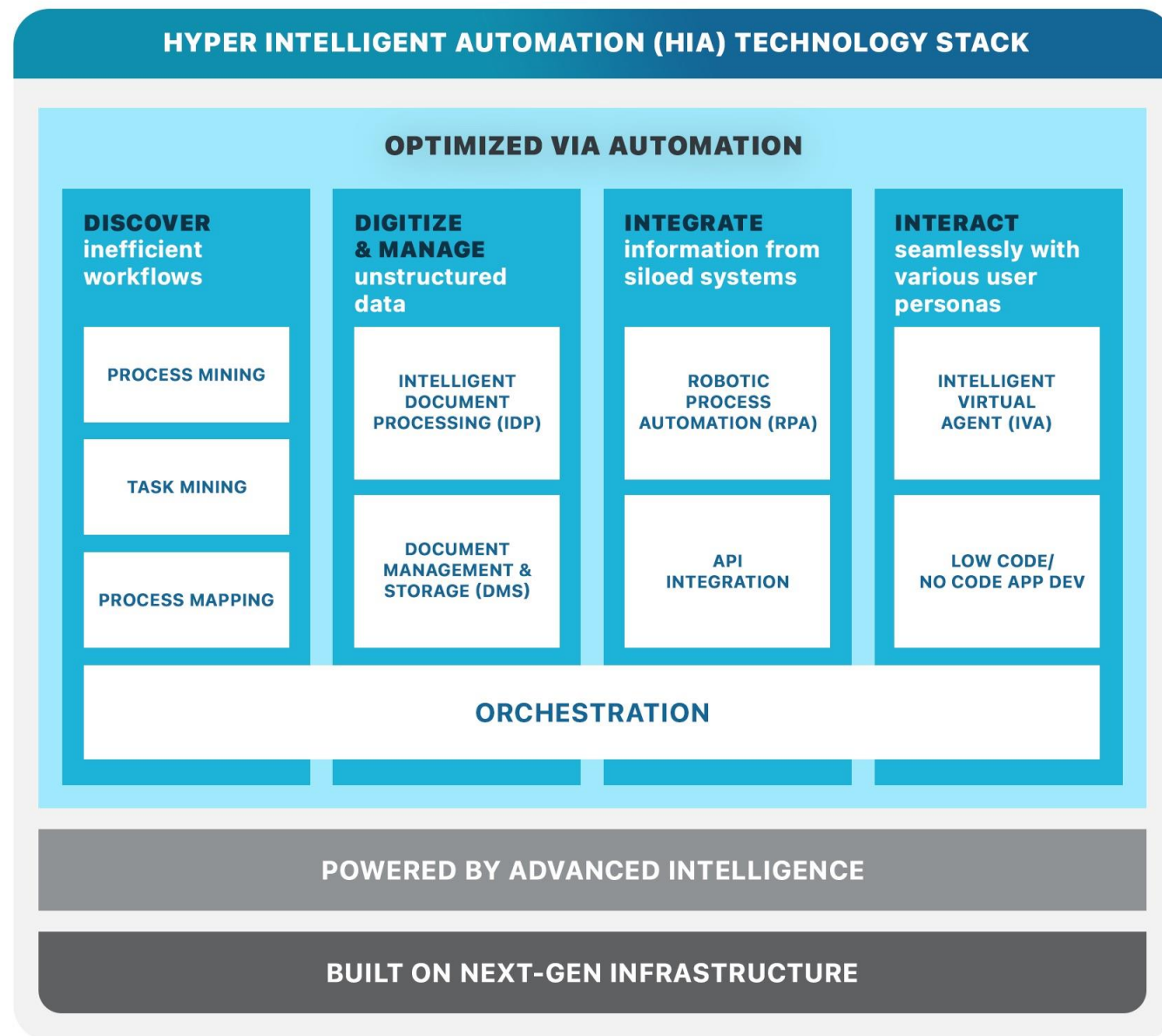
IT AUTOMATION – H2 2022

DECEMBER 2022

RESOLVE



Hyper Intelligent Automation (HIA) stack comprises of multiple technologies across the 4 dimensions of the flywheel that can be leveraged in siloes or in confluence, built on a stack of Advanced Intelligence capabilities and Next-gen Infrastructure



ZINNOV ZONES RATING PROCESS



1

INPUTS FROM PARTICIPANTS

- RFI responses garnered from the Zones participants
- Follow-up briefing calls and product demo
- Customer reference calls

2

SECONDARY RESEARCH

- Company Website; Press Releases;
- Public Announcements
- Industry Databases; Analyst commentary
- Twitter, LinkedIn, other Social Media, etc.

3

PRIMARY RESEARCH

Detailed primary interviews with ecosystem players

- End Customers/Enterprises/GCoEs – **100+**
- Partners/GSIs/SPs – **20+ leading SIs** (large and mid-tier)
- Developers – **500+**
- Industry SMEs/Experts – **5+**

Resolve Systems: Company Overview

OVERVIEW

FOUNDED

2014
(CEO: Vijay Kurkal)

HEADQUARTER

Campbell, California (US)

HEADCOUNT

150+

CUSTOMERS

160+

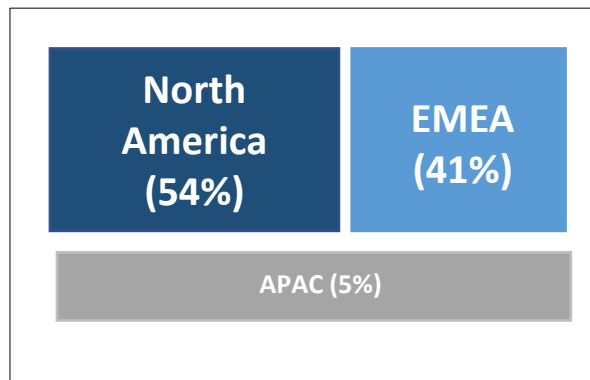
PARTNERS

50+ Consulting /
Implementation partners

MARQUEE CLIENTS



REVENUE SEGMENTATION BY GEOGRAPHY



MARQUEE TECHNOLOGY PARTNERS



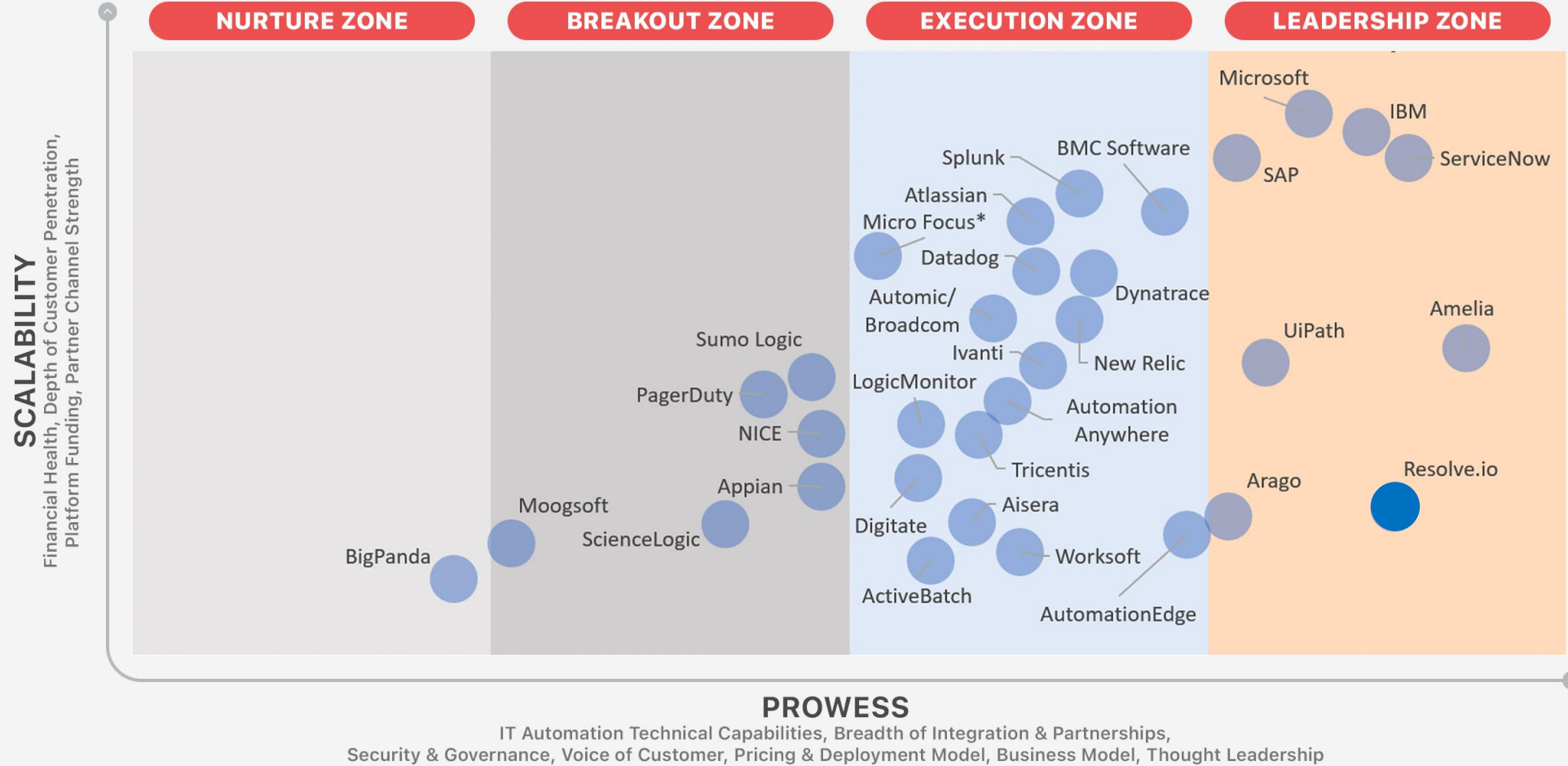
MARQUEE IMPLEMENTATION PARTNERS



Recent Developments

- **Expanding platform accessibility across geos:** Established presence in Middle East and Africa region to increase intelligent automation adoption across enterprise customers, supporting their IT automation journey
- **Augmenting platform offerings for wider customer base :** Launched “IT Automation as a Service” of Resolve Actions Express - a No Code / Low Code intelligent IT Automation platform and Automation Accelerator Packs to speed up the enterprise automation deployment time to hours and days from weeks and months
- **Shift to solution selling:** Laying focus on product strategy, changing approach from selling entire platform capabilities to focused departmental solution selling to gain more land & expand opportunities. For e.g. Network Ops, Cloud Ops

ZINNOV ZONES FOR IT AUTOMATION



*Zinnov ran the Request for Information (RFI) process with participating companies between Sep 2022-Oct 2022 and a variety of inputs on both prowess and scale were collected to assess the positioning. In cases where companies could not respond to RFIs in the stipulated timeframe, Zinnov team ensured to conduct the briefing calls & products demos to collect the inputs. In parallel, Zinnov also ran an extensive research exercise with global enterprise customers (100+), leading service providers (20+), developers (500+), domain experts and publicly available data to collect the required information for the rating the companies that have participated in Zinnov Zones H2-2022 and companies that did not participate formally in the evaluation.

Note: Acquisitions up till Nov 2022 have been considered
 Note*: OpenText has acquired Micro Focus

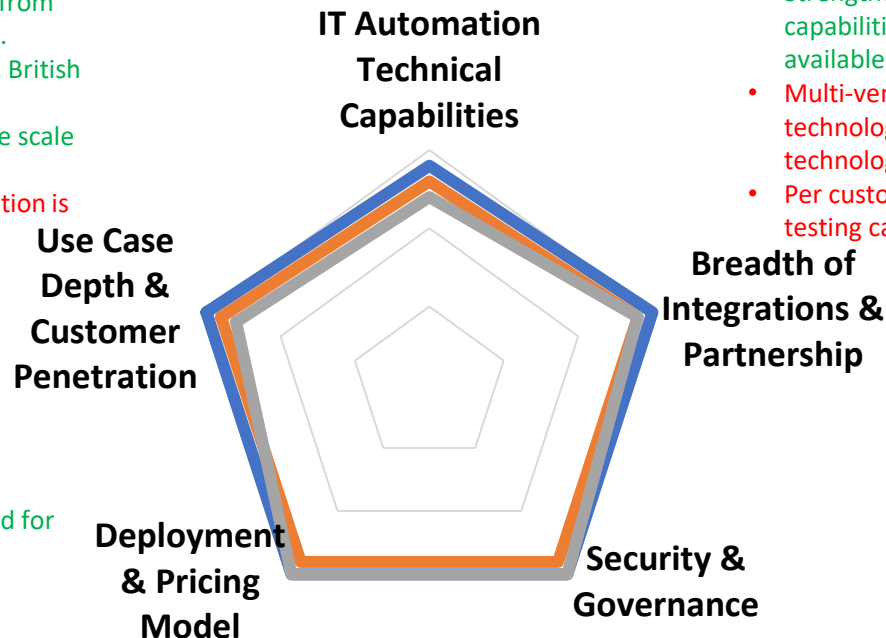
Zinnov Zones for IT Automation – H2 2022: Resolve Systems Peer Assessment



- A robust intelligent platform that automates processes across all IT functions, including ITSM, ITOps, Network Ops, Cloud Ops, and Centers of Excellence
- Elevated focus on NetOps segment, catering to simplest of the task from network provisioning to complex network infrastructure monitoring. Offering solution to key industry Telcos such as Vodafone, T Mobile, British Telecom etc.
- Strong customer base as ~90% of its revenue is generated from large scale enterprises
- Horizontal functions use cases remain the primary focus, verticalization is on the future roadmap

- Both On-premise and Cloud deployment options are offered to the customers
- Offers unique pricing models like consumption based , Volume based for addressing the enterprises needs.
- Highly scalable business model with more focus on selling platform licensing vs professional services
- Minimal focus on offering Cloud deployments, more reliance on On-premise deployments
- As per customer feedback , more focus required on enhancing after sales support, installation & upgradation services

- Strong native capabilities (NLP, AIOps) catering a wider IT automation ecosystem (incl. IT Operations and IT Service Management) with several use cases across discovery, detection, analysis, prediction and automation
- Strengthened platform’s competence via onboarding Low Code /No Code capabilities via acquisition of Ayehu, integrated into the platform and available as an offering - ‘Resolve Action’.
- Multi-vendor orchestration support only for Low Code/No Code and AI/ML technologies. Need to upscale focus to extend platform support to other technologies such as RPA, IDP etc.
- Per customer feedback & reviews, scope of improvement lies around testing capabilities via extending it to more databases



- Strong integration ecosystem with players like ServiceNow, IBM, AppDynamics, Microsoft, Salesforce etc.
- Pre-built or custom integrations catering to global 2000, top MSPs, SIs, and the largest telcos
- 5000+ OOTB automations components available via Automation exchange
- Strong service provider partnership network having alliances with players such as Accenture, Capgemini, Wipro etc.
- Scope to expand technology partnerships to augment capabilities across Application Development and Maintenance segment

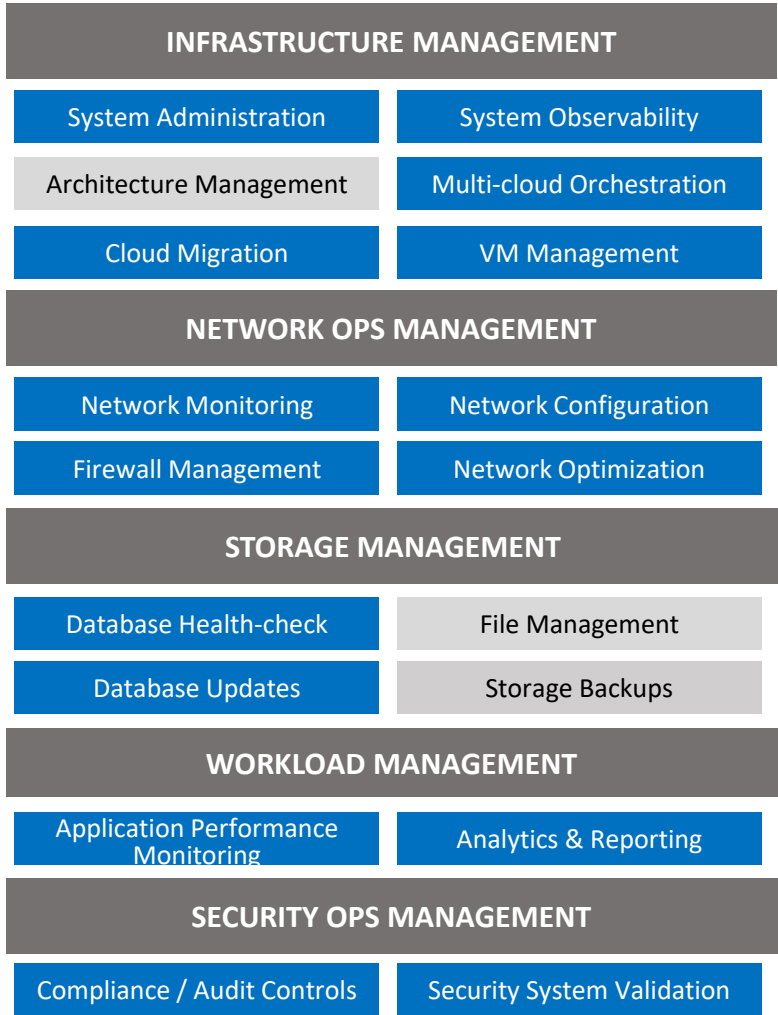
- Resolve’s Security Incident Response Automation platform has an open architecture, deep pre-built content and connectivity for enterprise ecosystem to build new or customize security automations
- Has seamless integration partnerships with key security technology vendors such as McAfee, AWS, Splunk, Symantec, Cisco etc



Notes: 1. Average scores of the Leaders of respective category: IT Automation– Microsoft, Amelia, Resolve,UiPath, IBM, SAP, ServiceNow, Arago
2. Industry Benchmark: Includes top 30 players in the IT Automation industry

Resolve Systems Use Case Coverage Across IT Automation

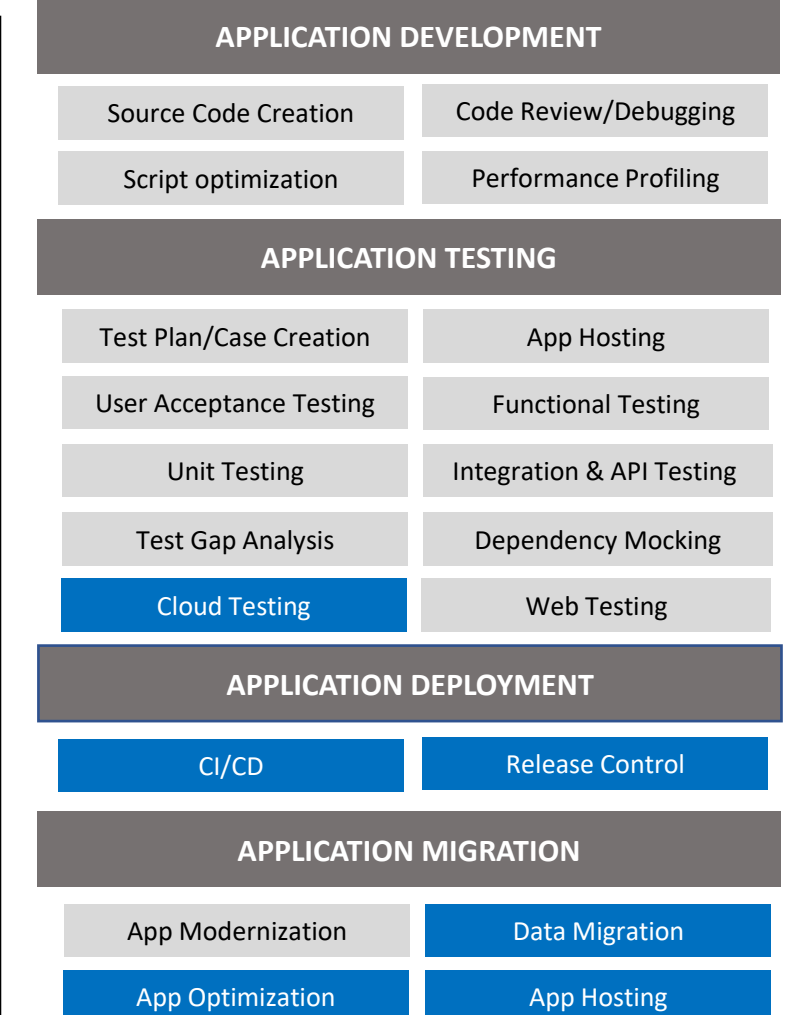
IT OPERATION MANAGEMENT (ITOM)



IT SERVICES MANAGEMENT (ITSM)



APPLICATION DEVELOPMENT & MAINTENANCE (ADM)



Source: Zinnov Research and Analysis



zinnov