

5,000+ Automation Components *Deployable in Minutes?*

- The Worldwide Debut of a
Game-Changer for IT Automation

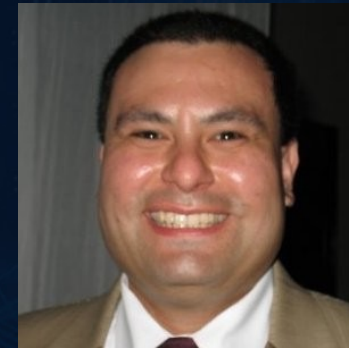
INTRODUCING OUR SPEAKERS

RESOLVE



Guy Nadivi

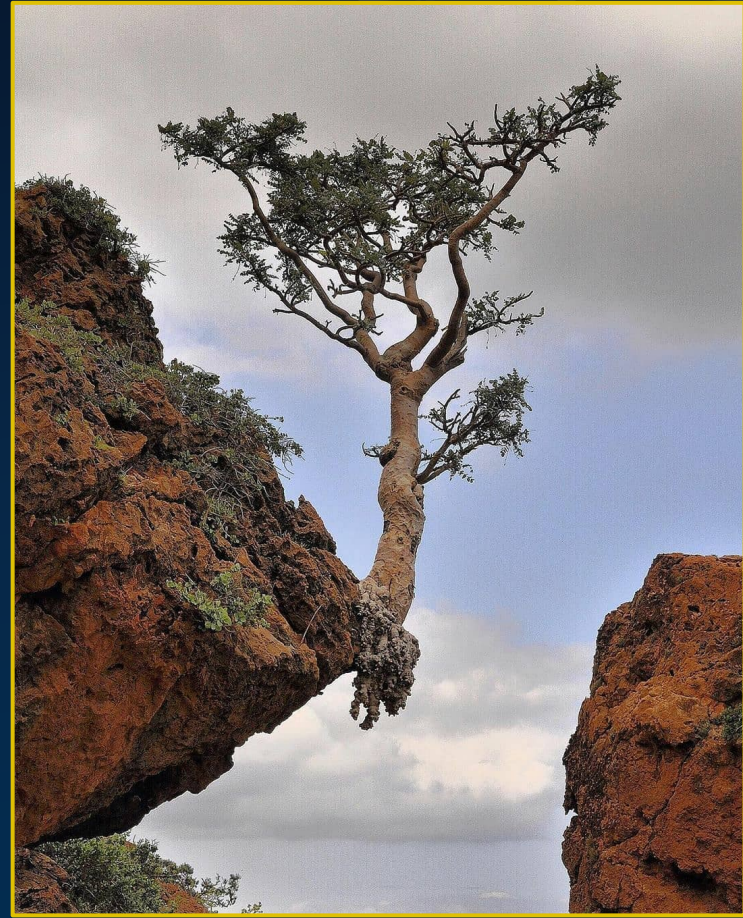
Sr. Director Marketing, Resolve



Marcus Rebelo

VP, Global Sales Engineering, Resolve

Resilience



Digital Transformation Drives Resilience

“...digital transformation has helped companies become more flexible and resilient in the face of worldwide recession, leaving the more digitally mature among them better placed to prosper in the post-pandemic era.”



"Digital transformation is changing. Here's what comes next"
October 1, 2021

Digital Transformation Drives Resilience



“IT leaders are in a strong position after digital initiatives saved many businesses.”



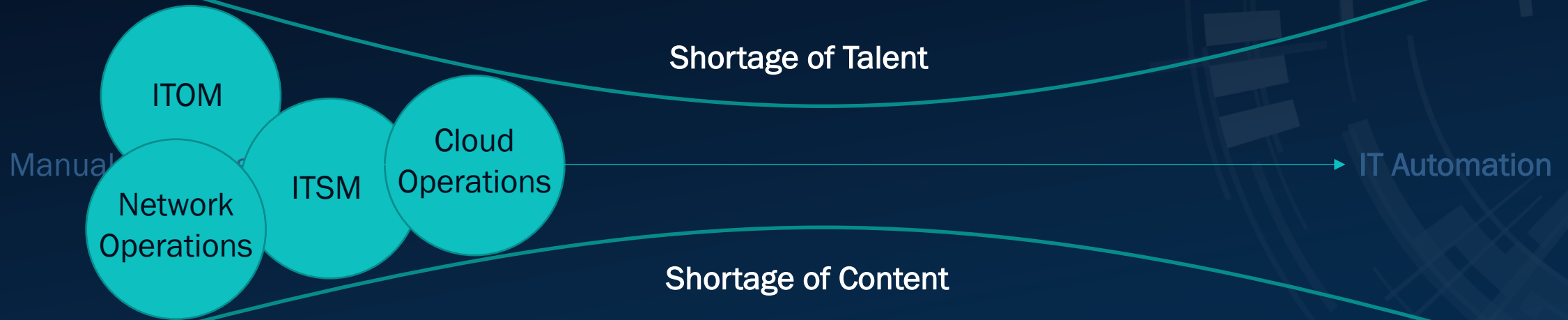
"Digital transformation is changing. Here's what comes next"
October 1, 2021

Digital Transformation Momentum Growing

Top business priorities in the post-pandemic world
Offline organizations (n=605)



Biggest Impediments To Automation




Inertia of Uncertainty



“Where should I start?”



“How do I automate process X?”



**What are some examples of
automations others are doing?”**



**What other things
can I automate?”**

Resolving Bottlenecks & Inertia



Introducing the **Automation Exchange**



**5,000+ IT Automation
Components**



**6 Solution Categories of Easy
To Find, Certified Content**



**Recommendation
Engine**

The **Automation Exchange** Has 6 Solution Areas



**IT Operations
Management**



**IT Service
Management**



**Network
Operations
Management**



**Cloud
Operations**



**Integrated Event
Management &
Remediation**



**Enterprise
Orchestration/
COE**

Automation Exchange: Main Screen

RESOLVE

ACTIONS PRO

[Home](#) [Admin Dashboard](#) [Upload Content](#) [Recommendation Engine](#) [FAQ](#) [Feedback](#)

FILTERS

Reset

Search Automation Exchange

Types

Action tasks

Automations

Integrations

Category

IT Operations

Network Operations Management

Integrated Event Management & Remediation

Cloud Operations

Enterprise Orchestration / COE

IT Service Management

Resolve Compatibility

7.0

6.4

6.5

IT Operations Management

Network Operations Management

IT Service Management

Cloud Operations

Integrated Event Management & Remediation

Enterprise Orchestration & COE

Actions

Name

Description

Tags

Category

Version

Resolve Compat...

Last Updated

Provided By

Validated

update event

Update an alarm event in the Federos

assure1, federos, r

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

get event details

Get event details for a specified Alarm

assure1, federos, r

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

get devices

Get a list of the configured devices for

assure1, federos, r

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

create event

Create a new alarm event in the Feden

assure1, federos, r

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

add event journal

Add event journal for a specified Alarm

assure1, federos, r

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

task update status

Update the status of a task in Barista

chat, espressive, o

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

publish announcement

Publish an announcement in Espressiv

chat, espressive, o

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

post announcement

Post an announcement in Espressive B

chat, espressive, o

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

login

Login and retrieve an authentication tc

chat, espressive, o

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

channel post message

Post a message to a channel in Espress

chat, espressive, o

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

channel post composite message

Post a message, built up from multiple

chat, espressive, o

IT Operations, Netv

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

update incident

Update incident

cherwell, csm, mar

IT Operations, IT Se

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

update change

Update change

cherwell, csm, mar

IT Operations, IT Se

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

search incidents

Search for a Change

cherwell, csm, mar

IT Operations, IT Se

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

search changes

Search for a Change

cherwell, csm, mar

IT Operations, IT Se

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

resolve incident

Resolve incident

cherwell, csm, mar

IT Operations, IT Se

1.0

6.4, 6.5, 7.0

2021-10-26 14:10

exchange@resolve.io

true

1 2 3 4 ... 25 items per page

1-25 of 2410 items

RESOLVE

12

Automation Exchange: Recommendation Engine

RESOLVE ACTIONS PRO						
Home Admin Dashboard Upload Content Recommendation Engine						
FAQ Feedback						
Recommendation Engine Dashboard incident_file.csv(1)						
Incidents						
number	short_description	assignment_group	caller_id	Recommended Automations		
				automations		integrations
INC0026403	URL Unreachable	Service Desk	Resolve Systems	Diagnose URL Availability	Proofpoint Integration	
INC0026402	URL Unreachable	Service Desk	Resolve Systems	Diagnose URL Availability	Proofpoint Integration	+1 more
INC0026401	URL Unreachable	Service Desk	Resolve Systems	Diagnose URL Availability	Proofpoint Integration	+1 more
INC0026397	Service W3SVC down on WIN-OD51	Service Desk	Resolve Systems	Resolve Linux Disk Space Expansion		+2 more
INC0026396	Service W3SVC down on WIN-OD51	Service Desk	Resolve Systems	Resolve Linux Disk Space Expansion		+2 more
INC0026395	Windows Disk utilization is high	Service Desk	Resolve Systems	Windows Get Disk Utilization		+2 more
INC0026392	Windows Disk utilization is high	Service Desk	Resolve Systems	Windows Get Disk Utilization		+2 more
INC0026391	Alert from SolarWinds - Error repor	Service Desk		AWS EC2 Instance Management	Derdack Enterprise Alert Integration	+1 more
INC0026390	Alert from SolarWinds - Error repor	Service Desk		AWS EC2 Instance Management	Derdack Enterprise Alert Integration	+1 more
INC0026389	Alert from SolarWinds - Error repor	Service Desk		AWS EC2 Instance Management	Derdack Enterprise Alert Integration	+1 more
INC0026388	Alert from SolarWinds - Error repor	Service Desk		AWS EC2 Instance Management	Derdack Enterprise Alert Integration	+1 more
INC0026387	Linux health check on Localhost		Resolve Systems	Resolve Server Health Dashboard		+2 more
INC0026385	test demo7			Windows Device Availability Test		+2 more
INC0026384	Secure VPN service degradation		Amdocs User	Diagnose Cisco VPN Issues and Remediate with Conditional Rese		
INC0026383	Secure VPN service degradation		Amdocs User	Diagnose Cisco VPN Issues and Remediate with Conditional Rese		
INC0026382	Possible user account issues	IT Securities	Jane Smith	Delete Local Linux User Account		+2 more
INC0026381	Possible user account issues	IT Securities	Jane Smith	Delete Local Linux User Account		+2 more
INC0026380	Threat found from 185.176.27.118	IT Securities		VirusTotal File Submission	Symantec Integration	
1 2 3 4 ... 500 items per page						
1-500 of 9999 items						

Automation Exchange: Feedback

The screenshot shows the 'RESOLVE ACTIONS PRO' interface. A 'Give feedback' modal is centered on the screen. The modal contains the text 'Your thoughts are valuable in helping improve Automation Exchange.' and a text input field with the placeholder 'Let us know what's on your mind'. Below the input field is a checked checkbox with the text 'Resolve may contact me about this feedback.' At the bottom right of the modal are 'Send Feedback' and 'Cancel' buttons. The background interface includes a left sidebar with filters, a top navigation bar with 'FAQ' and 'Feedback' links, and a main content area with a table of automation actions.

Give feedback

Your thoughts are valuable in helping improve Automation Exchange.

Let us know what's on your mind

☒ Resolve may contact me about this feedback.

Send Feedback Cancel

Actions	Name	Co...	Last Updated	Provided By	Validated
ServiceDesk Plus Pick			2021-10-26 13:01		false
update event			2021-10-26 11:10	exchange@resolve.io	true
get event details			2021-10-26 11:10	exchange@resolve.io	true
get devices			2021-10-26 11:10	exchange@resolve.io	true
create event			2021-10-26 11:10	exchange@resolve.io	true
add event journal			2021-10-26 11:10	exchange@resolve.io	true
task update status			2021-10-26 11:10	exchange@resolve.io	true

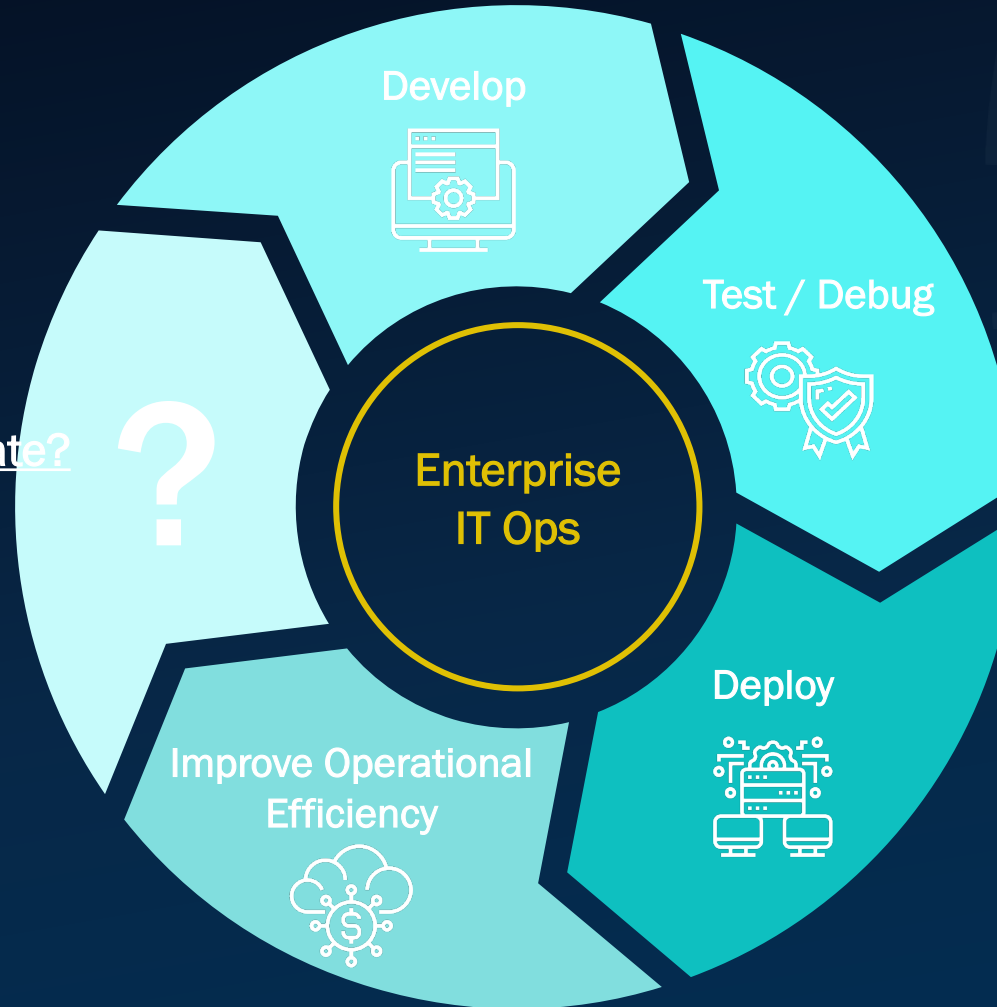
exchange@resolve.io

The IT Automation Flywheel

How do I automate process X?

What other things can I automate?

What are some examples of automations others are doing?



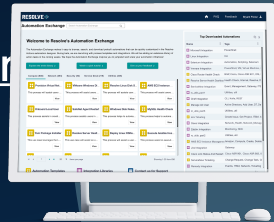
The IT Automation Flywheel

How do I automate process X?

Automation Exchange

What other things can I automate?

What are some examples of automations others are doing?

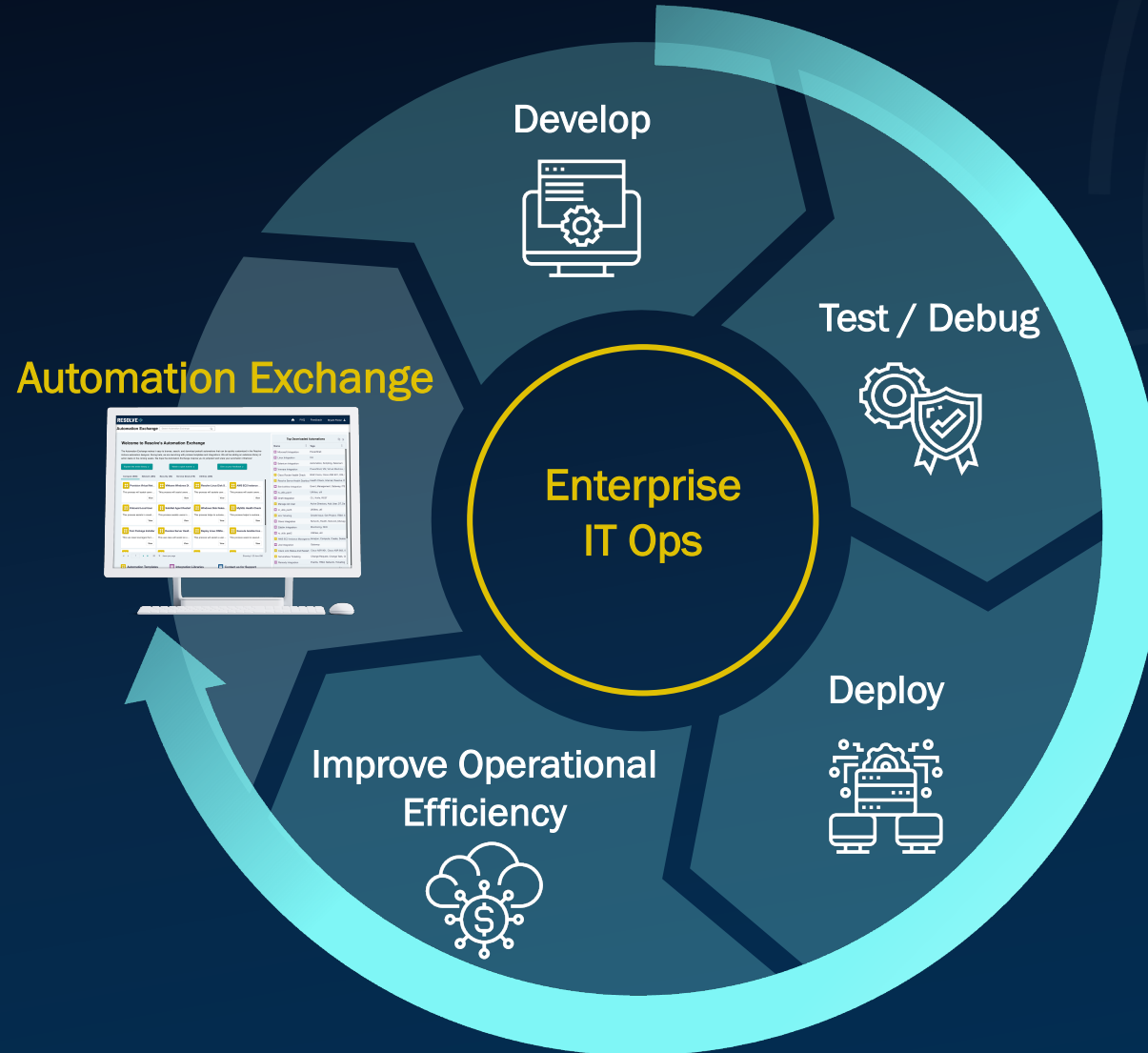
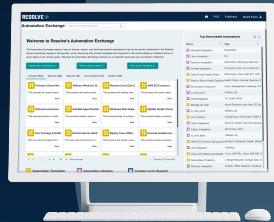


The IT Automation Flywheel

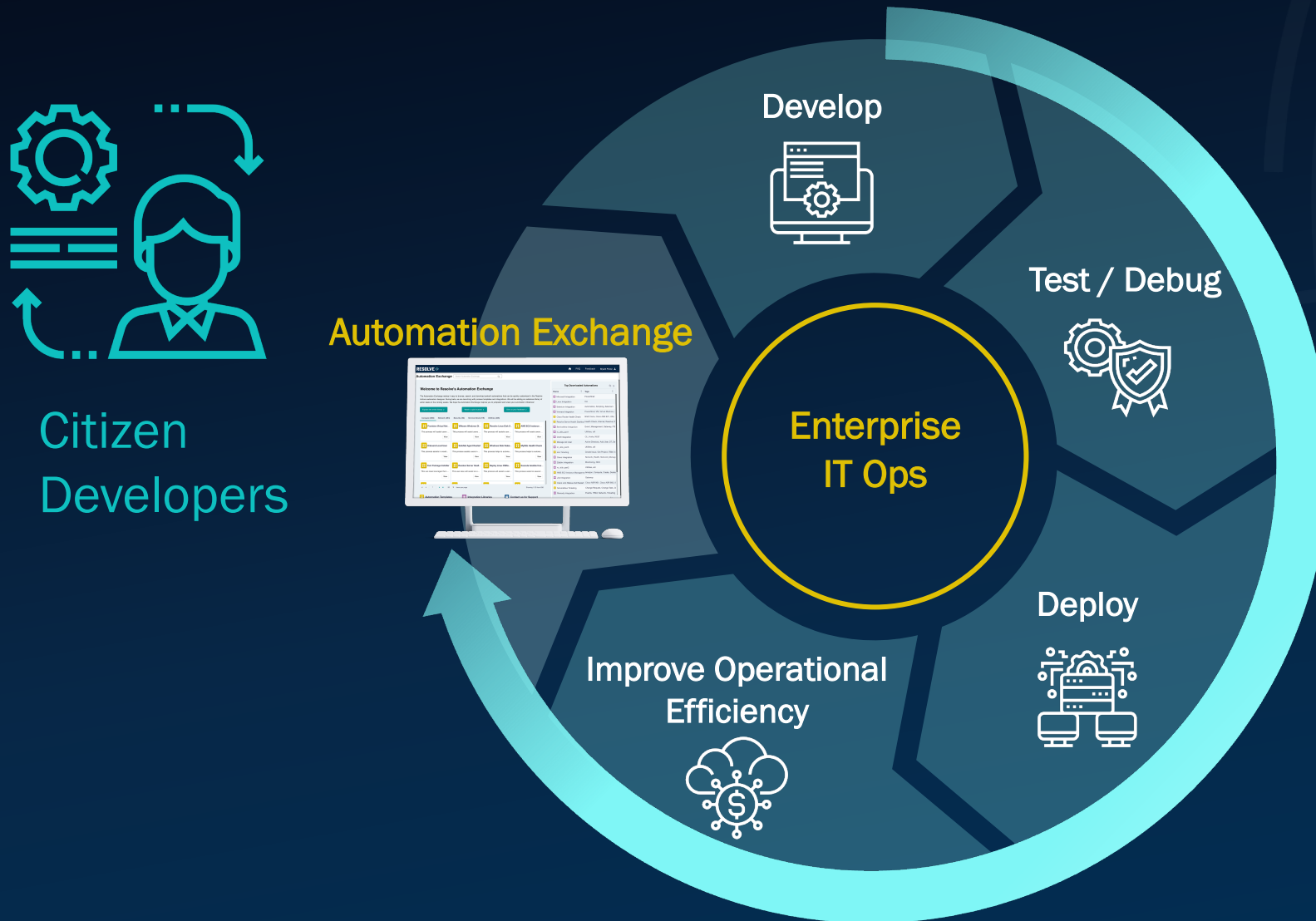


Mitigates
need to
increase
headcount

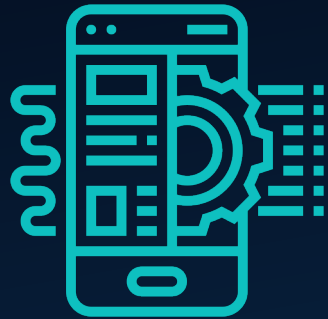
Automation Exchange



The IT Automation Flywheel

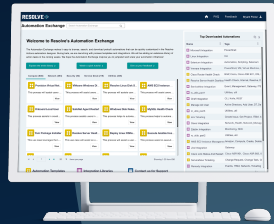


The IT Automation Flywheel



Accelerates
Digital
Transformation

Automation Exchange



Develop



Test / Debug



Deploy



Improve Operational
Efficiency



Enterprise
IT Ops



Q&A + Next Steps

- Submit your questions!
- Test drive the Automation Exchange & its Recommendation Engine
exchange.resolve.io
- Request a 1:1 demo with Resolve

REQUEST A DEMO >

RESOLVE 

Thank You!