

Resolve expands its intelligent IT automation market footprint with Ayehu acquisition

EMA IMPACT BRIEF

RESOLVE 

What do you do when your organizational vision is to be #1 in intelligent IT automation and you have a product set that daily powers millions of the most complex processes in the largest Telcos, MSPs, and enterprises globally? You acquire a rising leader in no-code intelligent IT automation, one that is blazing market share across the less complex segment of automation demands. With the acquisition of Ayehu, Resolve can credibly command the high ground in IT automation excellence at both ends of the automation market, without compromising the central attributes of either one.

Context

Resolve's industry-agnostic automation and orchestration platform has an enviable global track record of scaling across complex enterprise processes, leveraging existing solutions, and dissolving siloed barriers for customers, such as Accenture, BT, CVS, Fujitsu, and T-Mobile. Those customers are publicly passionate about Resolve's ability to accomplish complex feats of automation, returning major savings of time and money.

EMA has closely followed Resolve over the years, chronicling its accomplishments in product functionality and market growth. Its 2019 acquisition of AIOps leader FixStream added deep visibility and AI-driven insights into dynamic, hybrid IT environments to Resolve's powerful automation capabilities. The resultant unified platform positions Resolve as a leader in AIOps, as well as automation and orchestration.*

Ayehu is, in some ways, the mini-me of Resolve. Self-described as "an intelligent IT automation and orchestration platform built for the Digital Era, powered by AI," Ayehu has enjoyed rapid and steady growth. Its value proposition is the combination of machine learning intelligence and automation power, wrapped in simplicity. Ayehu is easy to use. It requires no coding or programming and features an extensive prebuilt library of activities and end-to-end workflows. Designed to be highly scalable and flexible in deployment, it has interoperability built in across a wide range of IT and security solutions. All together, Ayehu boasts and delivers almost immediate time to value.

* EMA Radar for AIOps:Q3 2020 evaluated 17 AIOps vendors across three distinct use cases. Resolve was the only vendor to rate as Value Leader in all three.

The plan

Ayehu NG will join the Resolve portfolio as Resolve Actions Express Edition alongside the existing Resolve Actions, which will now include the descriptor “Pro Edition.” Resolve Insights, which includes such capabilities as agentless discovery, dynamic dependency mapping, topology/infrastructure visualization, performance monitoring, and bidirectional CMDB integrations, remains unchanged, bringing the option of AI-assisted intelligence to Resolve Actions automations.

The two Resolve Actions editions are two different products representing distinct use cases, serving two separate market segments. There is no plan to develop a migration path from the express edition to the pro edition, much less to merge the platforms in any way. What they will have in common is a shared resource pool of innovation, insight, and investment.

EMA perspective

This acquisition makes sense—market sense.

It’s one thing to claim leadership; it’s another to earn it. The acquisition of Ayehu puts real teeth into Resolve’s stated intention to be the category leader in intelligent IT automation. The goal is not only to be the leader in large enterprise use cases of mindboggling complexity, but in all varieties of intelligent IT automation. Period.

With this acquisition, Resolve is now a one-stop/must-stop for intelligent IT automation. Automation simplicity with ease and highly customized complex processes—both at scale—now live under one roof. Prospective buyers don’t have to sort through mounds of marketing to determine where to start their automation inquiries.

There is no downside to existing Resolve customers. Their lives will go unchanged. Ayehu customers stand to gain from inclusion in the Resolve family, shepherded by the deep-pocketed (\$20 billion) private equity owner Insight Partners’ investment and support.

In a recent public webinar, Resolve CEO Vijay Kurkal stated that the company will continue on the path of strategic acquisitions. If FixStream and Ayehu are any indication of market acuity—and in EMA’s estimation they are—then Resolve’s trajectory is on course, compelling, and gaining speed.

About EMA

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