



## Automated Discovery + Dependency Mapping

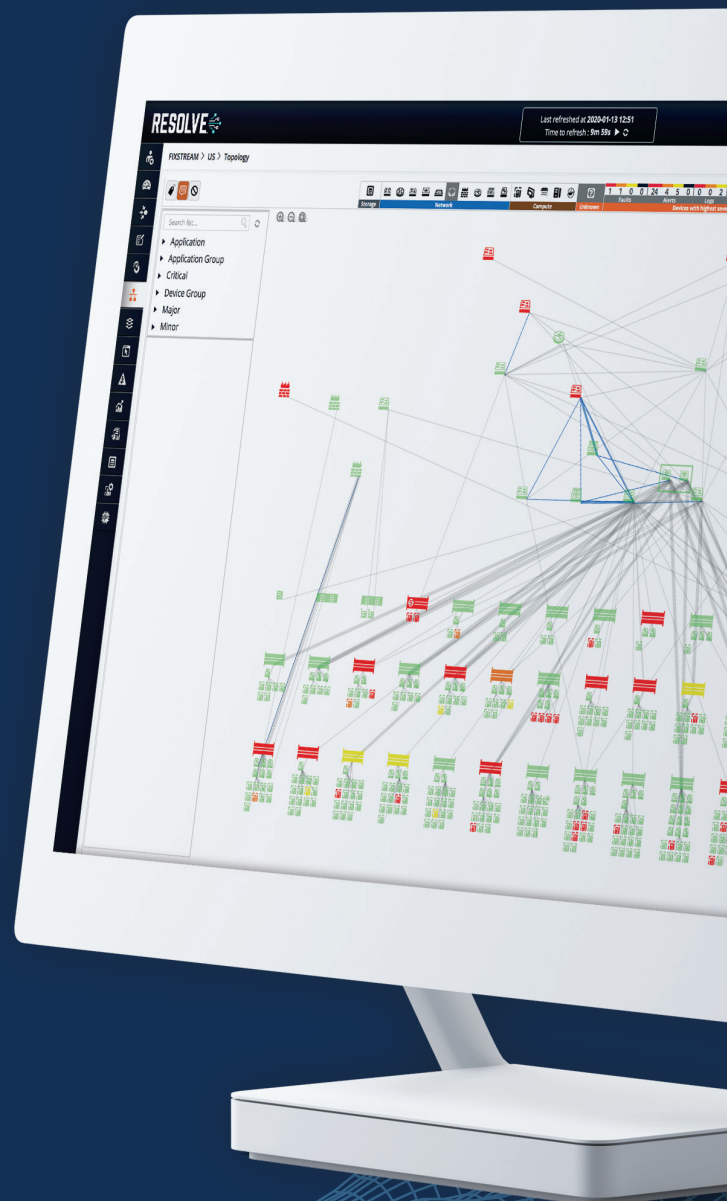
**Keep Your CMDB Updated (Automatically) to Save Time, Fix Issues Faster, and Make Changes with Confidence!**

Do you worry that the information in your CMDB is stale and outdated? Hate making endless manual updates? Tired of trying to map out the connections between systems and devices by hand?

Never fear! Resolve is here to do the heavy lifting for you and keep your CMDB updated regardless of how many changes happen in your environment every day.

With just a few clicks, Resolve performs agentless auto-discovery of all physical and virtual entities throughout your hybrid IT environment. It then automatically maps complex interdependencies and identifies which infrastructure is supporting critical business applications.

Even better, Resolve updates the CMDB in real time to ensure you always have accurate, up-to-date inventories and dependency maps at your fingertips. And that's a game changer when it comes to fixing issues quickly, identifying the root cause of performance problems and outages, and ensuring that any changes you are making won't break anything.



## Automated, Agentless Discovery Across Domains:

Inventories physical and virtual infrastructure and app services throughout hybrid IT environments.

## Automated Dependency Mapping:

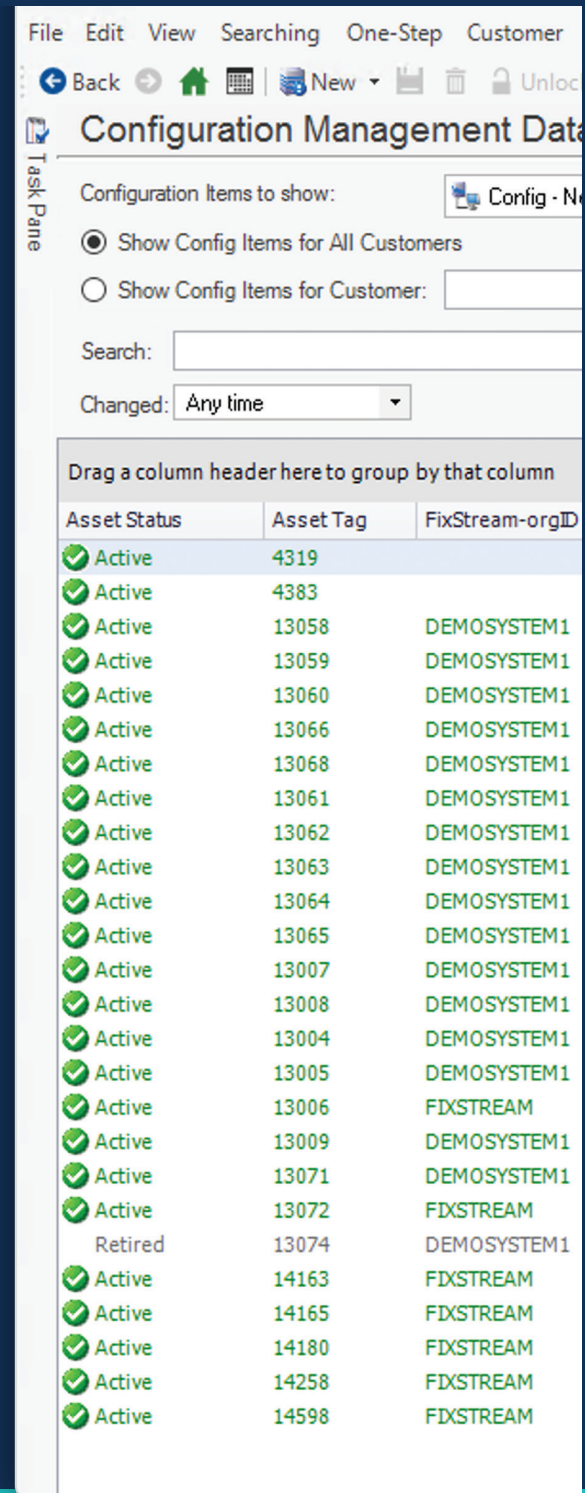
Builds and tracks dynamic, multi-layer relationships between hybrid infrastructure, creating topology maps for each site and the application dependencies across them.

## Why You'll Love It:

- ✓ Multi-vendor, multi-domain, multi-layer
- ✓ Scales to tens of thousands of devices
- ✓ Automatic CMDB updates for real-time accuracy

## What's in It for You:

- ✓ Quickly quantify the business impact of performance issues and outages to ensure your business stakeholders are informed and issues are correctly prioritized
- ✓ Dramatically reduce MTTR and accelerate incident resolution with full-stack visibility and root-cause diagnosis that shows you exactly what needs to be fixed
- ✓ Execute changes confidently and quickly with visibility into potential service impacts and systems dependencies
- ✓ Eliminate tons of manual work by automating processes to capture real-time inventory and updates to the CMDB
- ✓ Improve uptime and customer satisfaction



The screenshot shows the 'Configuration Management Data' interface. It includes a search bar, a filter for 'Configuration Items to show' (radio buttons for 'All Customers' and 'Customer'), a search input, and a 'Changed' dropdown set to 'Any time'. Below is a table of assets.

Drag a column header here to group by that column		
Asset Status	Asset Tag	FixStream-orgID
✓ Active	4319	
✓ Active	4383	
✓ Active	13058	DEMOSYSTEM1
✓ Active	13059	DEMOSYSTEM1
✓ Active	13060	DEMOSYSTEM1
✓ Active	13066	DEMOSYSTEM1
✓ Active	13068	DEMOSYSTEM1
✓ Active	13061	DEMOSYSTEM1
✓ Active	13062	DEMOSYSTEM1
✓ Active	13063	DEMOSYSTEM1
✓ Active	13064	DEMOSYSTEM1
✓ Active	13065	DEMOSYSTEM1
✓ Active	13007	DEMOSYSTEM1
✓ Active	13008	DEMOSYSTEM1
✓ Active	13004	DEMOSYSTEM1
✓ Active	13005	DEMOSYSTEM1
✓ Active	13006	FIXSTREAM
✓ Active	13009	DEMOSYSTEM1
✓ Active	13071	DEMOSYSTEM1
✓ Active	13072	FIXSTREAM
Retired	13074	DEMOSYSTEM1
✓ Active	14163	FIXSTREAM
✓ Active	14165	FIXSTREAM
✓ Active	14180	FIXSTREAM
✓ Active	14258	FIXSTREAM
✓ Active	14598	FIXSTREAM

## But Wait... There's More!

Resolve also offers powerful automation capabilities that enable teams to remediate tons of service desk issues and requests – without ever leaving the comfort of the ITSM UI!

- ✓ Automate complex, end-to-end workflows across domains, systems, and integrated technologies
- ✓ Predict and prevent outages and performance issues across hybrid infrastructure
- ✓ Bi-directional integration enables dynamic workflows between your ITSM platform and Resolve, including the ability for Resolve to automatically create, update and close tickets – and provide a resolution record audit!