Resolve Acquires FixStream

Resolve Systems, majority-owned by leading global venture capital and private equity firm Insight Partners, announced its acquisition of FixStream. This acquisition joins FixStream's pioneering AIOps+ with Resolve's industry-recognized IT automation and orchestration capabilities to deliver an intelligent, unified platform for enterprise-wide IT automation.

Context

Resolve's cross-domain automation and orchestration platform scales across the enterprise, leveraging existing solutions while dissolving siloed barriers. The industry-agnostic company boasts customers such as T-Mobile, Visa, CVS, Accenture, and RBC Bank, who are vocal in detailing annual savings of millions of dollars and thousands of work hours. EMA previously noted that Resolve customers tend to be uniformly passionate about the relative ease with which they have been able to accomplish complex feats of automation, accompanied by a recurring multiplier effect on ROI.[1]

Resolve can grow the level of automation in play to match an organization's ability to consume it, moving from selective portions of larger workflows to bet-the-business command of complex processes. Appealing to service, security, and operations practitioners, the platform features hundreds of integrations with solutions from leading vendors of ITSM, event monitoring and management, enterprise applications, and security systems. These integrations make it easy for tools of choice to remain in place as they interact with Resolve.

FixStream's AIOps+ solution combines AI and machine learning (ML) to provide real-time insight into the availability, reliability, and performance of business applications, as well as a clear picture of any possible impact on specific sets of users and business outcomes. Agentless auto-discovery and dependency mapping provide dynamic service views and full-stack inventory information to keep CMDBs current. Automated dependency mapping of applications with their underlying infrastructure is a strong foundation for detecting meaningful patterns, diagnosing causes, and predicting potential outcomes.

FixStream then employs ML and advanced analytics, correlating the health and performance of multi-level IT entities (such as network, compute, and storage) to diagnose and predict infrastructure issues across an enterprise's entire hybrid stack. The predictive value of the solution includes correlating many thousands of data points in minutes to identify potential root causes before an issue develops into a full-scale critical incident.

Resolve and FixStream will combine to deliver a unified platform for intelligent decision-making that informs enterprise-wide automation. The platform, comprising Resolve's orchestration and automation capabilities with FixStream's deep and advanced predictive analytics, will form a powerful unity of both knowledge and action in a single solution. This level of integration will be actuated over time, with both Resolve and FixStream solutions being available independently of one another for the foreseeable future, to the benefit of each installed base.

---

1 "Resolve Systems: IT Automation at the Speed of Humanity" EMA, May 2019.

EMA

IT AND DATA MANAGEMENT
RESEARCH | INDUSTRY ANALYSIS | CONSULTING

EMA Perspective

EMA research and experience support the wisdom of this acquisition. EMA has firsthand knowledge of both Resolve and FixStream. Noting in January of 2019 that "Resolve checks so many of the boxes that research and field experience show enterprises look for in an automation solution," EMA first went on record in 2015 by viewing FixStream as "one of the most compellingly architected solutions in the marketplace" at the time. Since then, both companies have successfully executed in a wide mix of customer environments to strong reviews.

In a recent study of 400 advanced IT practitioners globally titled "Automation, AI, and Analytics: Reinventing ITSM," both automation and AI proved to be top of mind and budget in all but the most insignificant of fringe elements. With 26% of respondents already at advanced levels of automation and 22% at the early stage of automating simple tasks, fully 30% reported still being in planning mode.

Findings showed that automation initiatives are almost universally successful: 66% report being "extremely successful" or "very successful," with a resounding zero percent at "unsuccessful." Not surprisingly, this executive play returns high levels of operational efficiencies and cost effectiveness, which in turn engender more automation.

The real power kicks in at the natural pairing of AI and automation. Fully 84% of respondents, one-third of whom held C-level titles, rated combining AI/analytics and automation as either an extremely high (38%) or high (46%) priority. Research showed a very high correlation between the combination of AI and automation and the success rates and benefits realized. This finding mirrors common sense. When companies combine first-rate information with automated action, they will be able to take better actions faster.

The old adage, "When you know better, you do better" is true, but when businesses automate, they do even better yet. That is exactly what Resolve will do with its newly acquired FixStream capabilities. The company will be able to deliver a closed-loop system of discovery, analysis, detection, prediction, and automated action in addition to its current IT orchestration and automation offering. Insight Partners' continued commitment assures that Resolve's financial depth will keep pace with its market vision.

3875.08092019

EMA

IT AND DATA MANAGEMENT
RESEARCH | INDUSTRY ANALYSIS | CONSULTING