

# Fully Automated, End-to-End IT Incident Remediation

Resolve Systems and Cisco AppDynamics deliver a self-driving incident management & remediation solution, which quickly detects and resolves common IT incidents automatically – without the need for manual intervention.

## The Self-Healing NOC

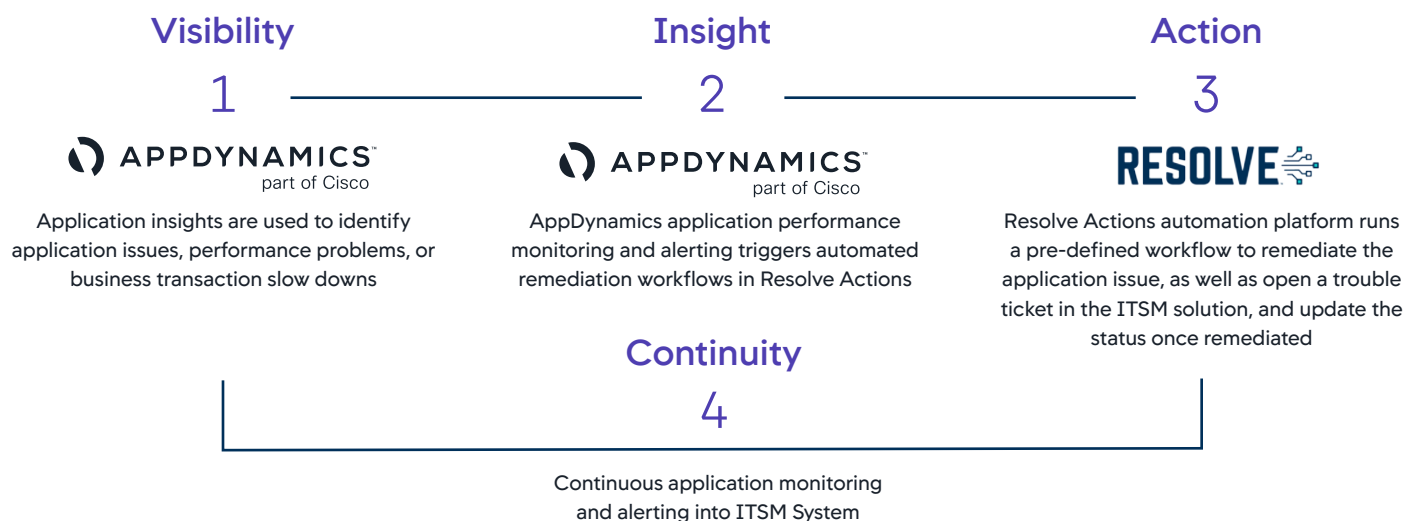
IT Operations is overwhelmed by the number of incidents originating from application and infrastructure issues. A typical network operations center (NOC) can't efficiently scale by adding more human operators to meet these growing demands – they need another approach. AppDynamics and Resolve put full-stack observability to work to understand what the issues are, intelligently find the root cause, and then automate the remediation process.

## The Architecture

Resolve can be deployed on-premises as a single tenant system used by one company or department, or in the public or private cloud as a multi-tenant system serving multiple different groups from a single system, which is useful in an MSP context. Tenants have their data stored separately. Resolve is fully customizable to automate common IT tasks and integrates with many different systems and technologies, including IT Service Management (ITSM) solutions, messaging systems, and cloud infrastructure.

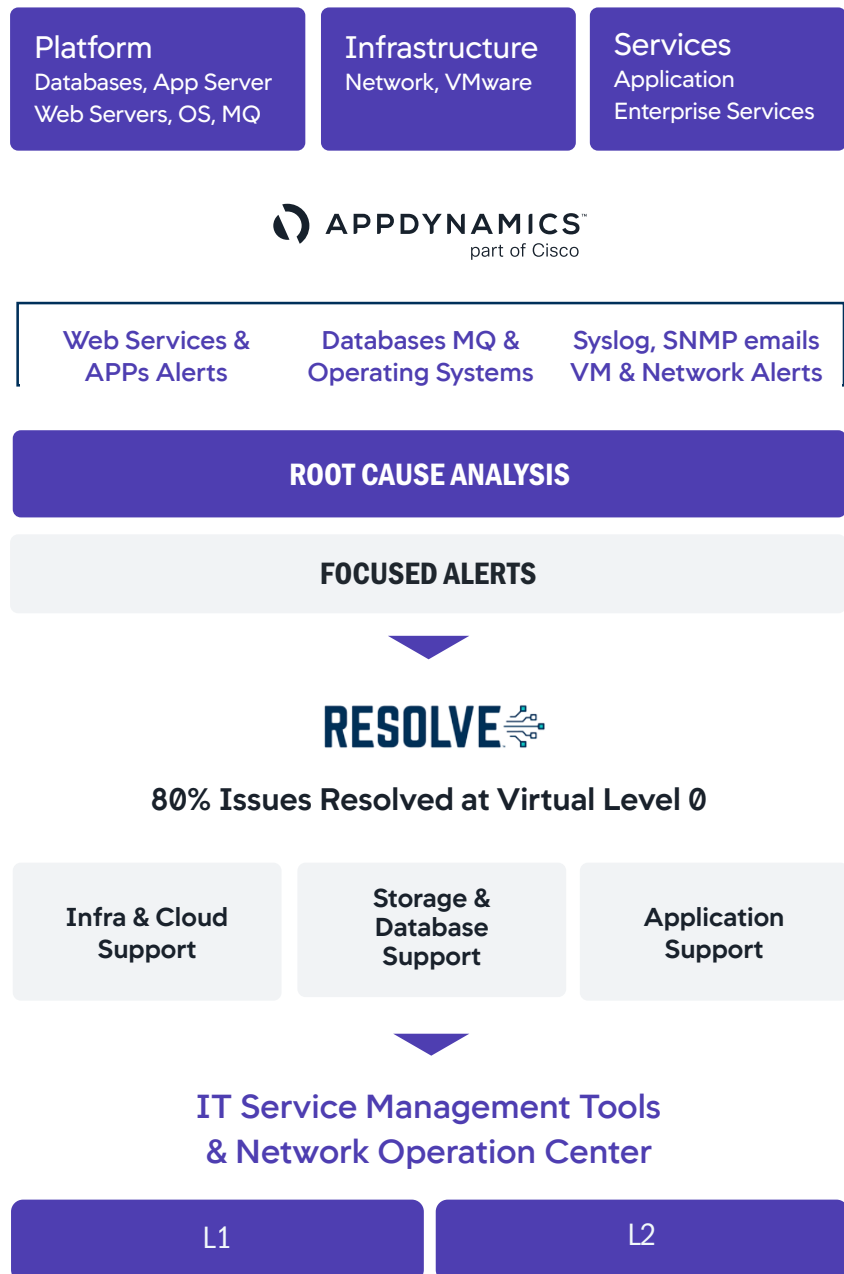
### APPDYNAMICS + RESOLVE

- Automate incident remediation workflows to accelerate resolution time to seconds, avoiding costly downtime
- Reduce and redeploy IT staff allocated to incident resolution, cutting OPEX costs associated with manual labor in your NOC by more than 35%
- Automate repetitive and routine IT tasks, and ensure problems are fixed according to well-defined procedures with no mistakes or missing steps



## The Integration

Resolve integrates with AppDynamics via webhooks. When AppDynamics detects an issue, such as high CPU utilization, low disk space, or low memory, it can diagnose the cause of the problem and raise an alert. The alert is sent to Resolve from AppDynamics, where automated workflows can be built for almost anything. Workflow examples include end-to-end self-healing, maintaining high availability of mission-critical applications, and automatically fixing problems before they impact business applications and users.



## The Value

AppDynamics provides a full-stack observability platform that can identify the root cause of application and cloud infrastructure issues. Resolve is a workflow automation platform that can remediate issues, unattended. By integrating alerting and precise root cause analysis with an automation workflow in seconds, the manual labor component is eliminated – enabling these IT resources to focus on more strategic tasks.

## Resolve and AppDynamics Additional Information

For more information about the partnership and integration details, visit: <https://resolve.io/partner-directory/appdynamics>