RESOLVE

LIVE WEBCAST

See the IT Orchestration Tool *ServiceNow Customers Love*

- Go beyond just automating end-to-end service catalog requests
- Create complex, multi-platform IT workflows WITHOUT customizing ServiceNow

INTRODUCING OUR SPEAKERS

RESOLVE™

Guy Nadivi

Sr. Director Marketing, Resolve

Scott Miller

Sales Engineer, Resolve

Derek Pascarella

Sales Engineer, Resolve

Automation Skills

servicenow

"Orchestrating simple processes is generally easy.

If I want to do anything more sophisticated though, I suddenly need to be an expert on GlideRecord, JavaScript, PowerShell, 6 categories of ServiceNow APIs, & command line scripting for Linux."

RESOLVE

- No Code/Low Code
- 5,000+ Instantly Downloadable Automation Components
- 125+ OOTB Integrations
- Easy-to-use drag-and-drop interface

RESOLVE

Orchestration Limitations

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"Automating anything beyond end-to-end service catalog requests can be very challenging."

RESOLVE

- Single Pane of Glass
- Multi-Platform Workflows
- Numerous Ways to Integrate, Connect, & Communicate With Just About Any System
- Let's You Easily Automate All of IT

Dependencies

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“My budget & project timeline get clobbered when change requests come in because of our reliance on ServiceNow or the internal ServiceNow team & their complicated change management procedures.”

RESOLVE™

- **No Programming Skills or Programmers Required**
- **Intuitive, Easy-to-Learn UI**
- **Citizen Developers**

Resilience

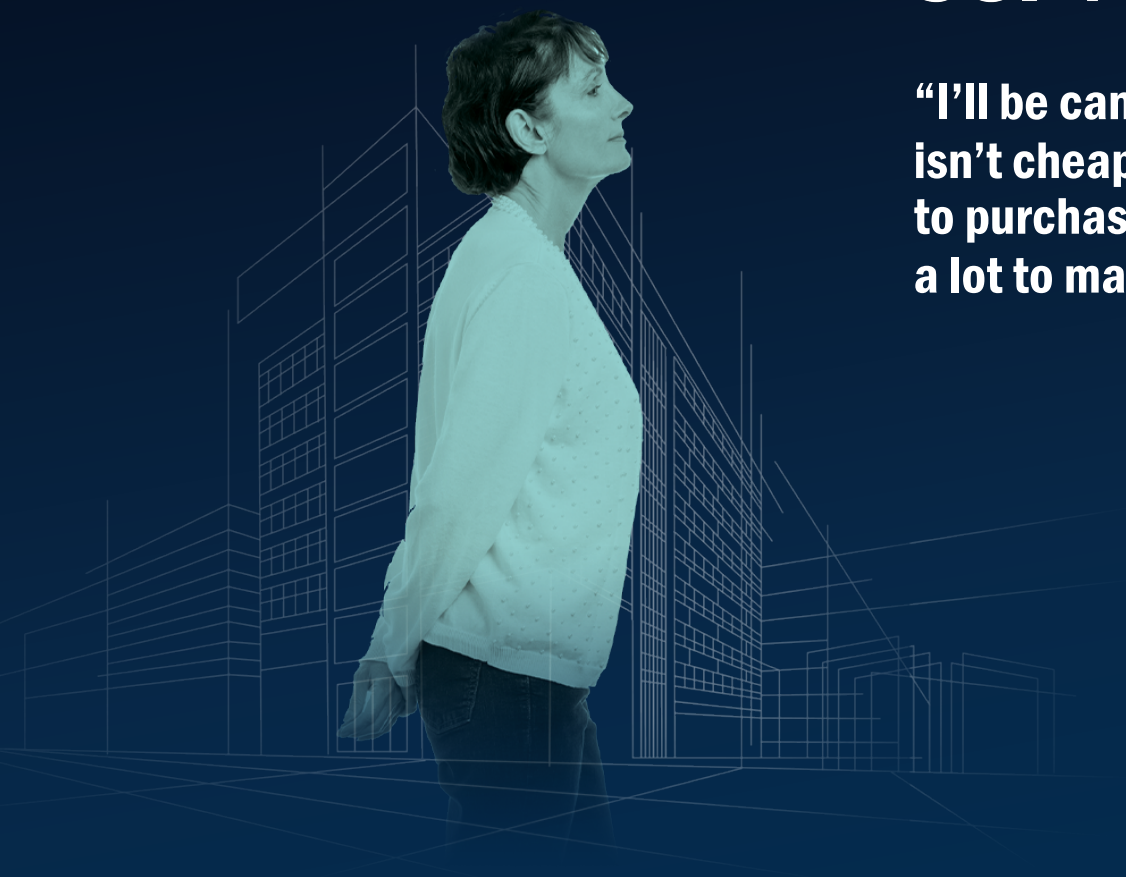
servicenow®

"Every time we upgrade SNOW versions, it breaks all the customizations we built & triggers frantic [bleeping] fire drills to fix the mess!"

RESOLVE

- No Need To Customize ServiceNow
- IT Automation Processes Segmented Separately From Rest of ServiceNow Instance
- Eliminates Malfunctions Due to Upgrades
- Also Leads to Better Performance Executing IT Automation Workflows

Total Cost of Ownership (TCO)



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“I’ll be candid, ServiceNow isn’t cheap. It cost us a lot to purchase, and it costs us a lot to maintain.”

RESOLVE™

- Reasonably Priced
- Rapid Time to Value
- Limited Training Required
- Easy to Build & Maintain Workflows

ServiceNow Does MANY, MANY Things

servicenow®

RESOLVE

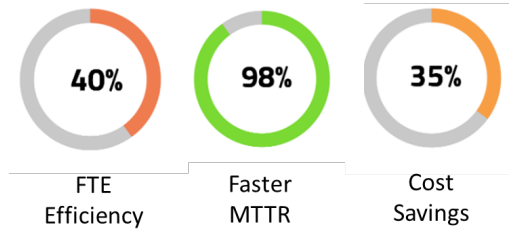
237 modules

4 categories

20 sub-categories

#1 Independent Provider of Intelligent IT Automation

Resolve Actions Autonomous Remediation



Monitoring Systems

solarwinds · Tivoli Netcool · hp · Nagios · bigpanda · ca technologies · PRTG · System Center Operations Manager · Logic Monitor

IT Service Management

bmcsoftware · servicenow · salesforce · remedyforce · Cherwell Software · hp · HEAT · JIRA

1. Alert

2. Open Ticket

6. Update

7. Close

8. Dismiss Alert

RESOLVE

3. Notify & Get Approval?

(optional)

4. Acknowledged

(optional)

5. Automated Remediation/Resolve

RESOLVE

RESOLVE

Q&A + Next Steps

- Submit your questions!
- Download Free Trial of Resolve Actions Express

  resolve.io/freetrial
- Request a 1:1 demo with Resolve

REQUEST A DEMO >

RESOLVE™

Thank You!