ZINNOV ZONES
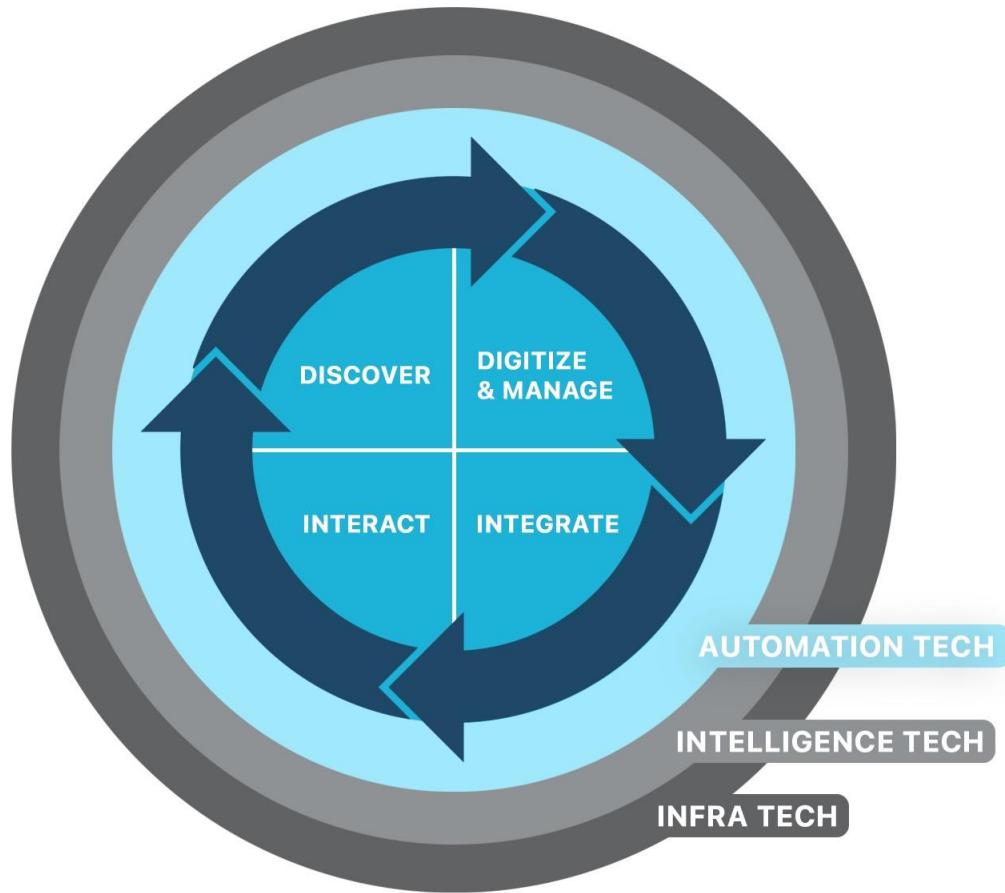
IT AUTOMATION – H2 2022
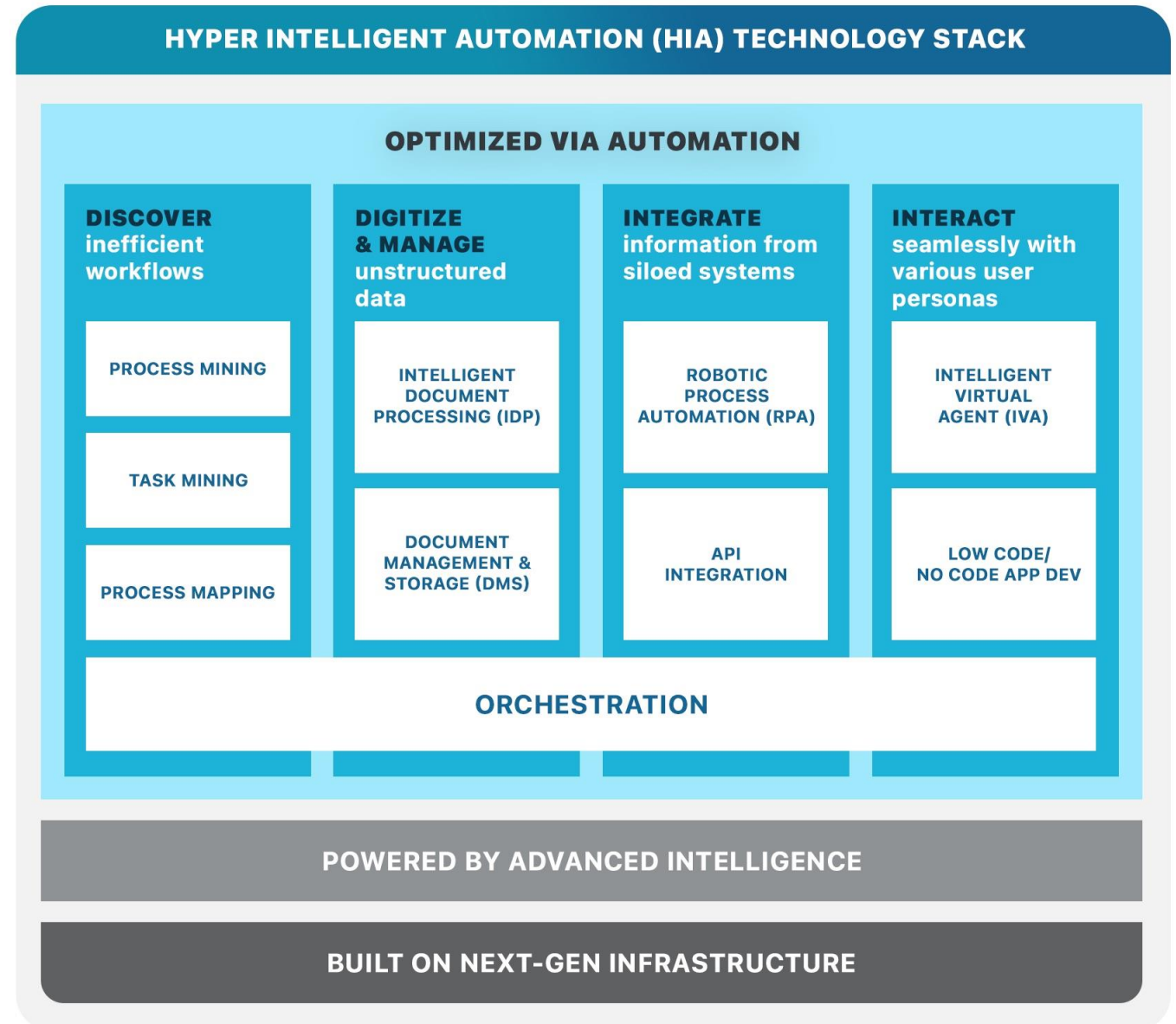
DECEMBER 2022

Reimagining modern business tech stack with Hyper Intelligent Automation (HIA)

zinnov™ ZONES

AUTOMATION TECH

INTELLIGENCE TECH

INFRA TECH

Hyper Intelligent Automation (HIA) stack comprises of multiple technologies across the 4 dimensions of the flywheel that can be leveraged in siloes or in confluence, built on a stack of Advanced Intelligence capabilities and Next-gen Infrastructure

HYPER INTELLIGENT AUTOMATION (HIA) TECHNOLOGY STACK

OPTIMIZED VIA AUTOMATION

DISCOVER inefficient workflows	DIGITIZE & MANAGE unstructured data	INTEGRATE information from siloed systems	INTERACT seamlessly with various user personas
PROCESS MINING	INTELLIGENT DOCUMENT PROCESSING (IDP)	ROBOTIC PROCESS AUTOMATION (RPA)	INTELLIGENT VIRTUAL AGENT (IVA)
TASK MINING			
PROCESS MAPPING	DOCUMENT MANAGEMENT & STORAGE (DMS)	API INTEGRATION	LOW CODE/ NO CODE APP DEV

ORCHESTRATION

POWERED BY ADVANCED INTELLIGENCE

BUILT ON NEXT-GEN INFRASTRUCTURE

3- Pronged approach for detailed analysis of Zones participants

ZINNOV ZONES RATING PROCESS

1 INPUTS FROM PARTICIPANTS

- RFI responses garnered from the Zones participants
- Follow-up briefing calls and product demo
- Customer reference calls

2 SECONDARY RESEARCH

- Company Website; Press Releases;
- Public Announcements
- Industry Databases; Analyst commentary
- Twitter, LinkedIn, other Social Media, etc.

3 PRIMARY RESEARCH

Detailed primary interviews with ecosystem players
- End Customers/Enterprises/GCoEs – **100+**
- Partners/GSIs/SPs – **20+ leading SIs** (large and mid-tier)
- Developers – **500+**
- Industry SMEs/Experts – **5+**

Resolve Systems: Company Overview

OVERVIEW

FOUNDED

2014
(CEO: Vijay Kurkal)

HEADQUARTER
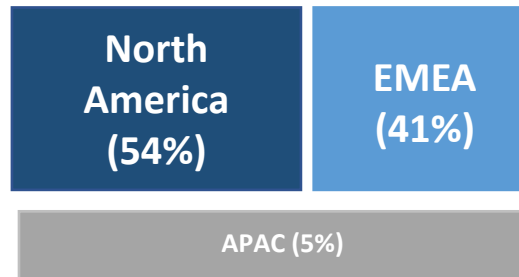
Campbell, California (US)

HEADCOUNT

150+

CUSTOMERS

160+

PARTNERS

50+ Consulting /
Implementation partners

MARQUEE CLIENTS

CenturyLink
Virgin media
T Mobile
FUJITSU
VISA
Liberty Mutual INSURANCE
UPS
reckitt
Johnson&Johnson

REVENUE SEGMENTATION BY GEOGRAPHY

North America (54%)	EMEA (41%)
APAC (5%)	

MARQUEE TECHNOLOGY PARTNERS

servicenow
aws
SAP
ORACLE
CISCO
Jira

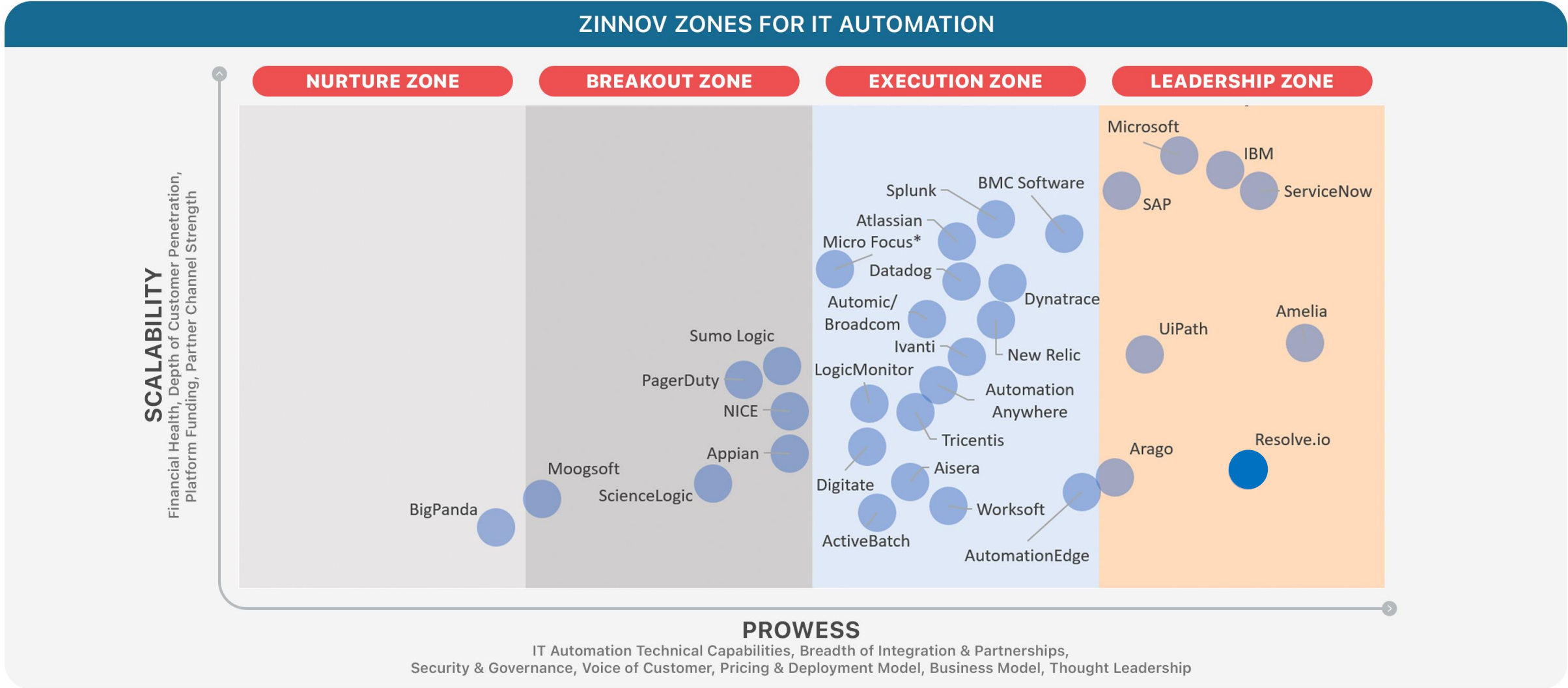## MARQUEE IMPLEMENTATION PARTNERS

TECH mahindra
cognizant
accenture
wipro
Capgemini
ERICSSON

Recent Developments

- **Expanding platform accessibility across geos:** Established presence in Middle East and Africa region to increase intelligent automation adoption across enterprise customers, supporting their IT automation journey

- **Augmenting platform offerings for wider customer base :** Launched "IT Automation as a Service" of Resolve Actions Express - a No Code / Low Code intelligent IT Automation platform and Automation Accelerator Packs to speed up the enterprise automation deployment time to hours and days from weeks and months

- **Shift to solution selling:** Laying focus on product strategy, changing approach from selling entire platform capabilities to focused departmental solution selling to gain more land & expand opportunities. For e.g. Network Ops, Cloud Ops

Zinnov Zones for IT Automation – H2 2022

ZINNOV ZONES FOR IT AUTOMATION

| NURTURE ZONE | BREAKOUT ZONE | EXECUTION ZONE | LEADERSHIP ZONE |

SCALABILITY
Financial Health, Depth of Customer Penetration, Platform Funding, Partner Channel Strength

Microsoft
IBM
ServiceNow
SAP
Splunk
BMC Software
Atlassian
Micro Focus*
Datadog
Dynatrace
Amelia
Automic/Broadcom
UiPath
Ivanti
New Relic
Sumo Logic
LogicMonitor
Automation Anywhere
PagerDuty
NICE
Tricentis
Appian
Aisera
Arago
Resolve.io
Moogsoft
Digitate
ScienceLogic
Worksoft
BigPanda
ActiveBatch
AutomationEdge

PROWESS
IT Automation Technical Capabilities, Breadth of Integration & Partnerships,
Security & Governance, Voice of Customer, Pricing & Deployment Model, Business Model, Thought Leadership

Zinnov Zones for IT Automation – H2 2022: Resolve Systems Peer Assessment

- A robust intelligent platform that automates processes across all IT functions, including ITSM, ITOps, Network Ops, Cloud Ops, and Centers of Excellence
- Elevated focus on NetOps segment, catering to simplest of the task from network provisioning to complex network infrastructure monitoring. Offering solution to key industry Telcos such as Vodafone, T Mobile, British Telecom etc.
- Strong customer base as ~90% of its revenue is generated from large scale enterprises
- Horizontal functions use cases remain the primary focus, verticalization is on the future roadmap

- Strong native capabilities (NLP, AIOPs) catering a wider IT automation ecosystem (incl. IT Operations and IT Service Management) with several use cases across discovery, detection, analysis, prediction and automation
- Strengthened platform's competence via onboarding Low Code /No Code capabilities via acquisition of Ayehu, integrated into the platform and available as an offering - 'Resolve Action'.
- Multi-vendor orchestration support only for Low Code/No Code and AI/ML technologies. Need to upscale focus to extend platform support to other technologies such as RPA, IDP etc.
- Per customer feedback & reviews, scope of improvement lies around testing capabilities via extending it to more databases

- Strong integration ecosystem with players like ServiceNow, IBM, AppDynamics, Microsoft, Salesforce etc.
- Pre-built or custom integrations catering to global 2000, top MSPs, SIs, and the largest telcos
- 5000+ OOTB automations components available via Automation exchange
- Strong service provider partnership network having alliances with players such as Accenture, Capgemini, Wipro etc.
- Scope to expand technology partnerships to augment capabilities across Application Development and Maintenance segment

- Both On-premise and Cloud deployment options are offered to the customers
- Offers unique pricing models like consumption based , Volume based for addressing the enterprises needs.
- Highly scalable business model with more focus on selling platform licensing vs professional services
- Minimal focus on offering Cloud deployments, more reliance on On-premise deployments
- As per customer feedback , more focus required on enhancing after sales support, installation & upgradation services

- Resolve's Security Incident Response Automation platform has an open architecture, deep pre-built content and connectivity for enterprise ecosystem to build new or customize security automations
- Has seamless integration partnerships with key security technology vendors such as McAfee, AWS, Splunk, Symantec, Cisco etc

Pentagon axis labels: IT Automation Technical Capabilities; Breadth of Integrations & Partnership; Security & Governance; Deployment & Pricing Model; Use Case Depth & Customer Penetration

Legend:
- RESOLVE
- Other Leaders[1]
- Industry Benchmark[2]

Highlights   Lowlights

Resolve Systems Use Case Coverage Across IT Automation

IT OPERATION MANAGEMENT (ITOM)

INFRASTRUCTURE MANAGEMENT

System Administration	System Observability
Architecture Management	Multi-cloud Orchestration
Cloud Migration	VM Management

NETWORK OPS MANAGEMENT

Network Monitoring	Network Configuration
Firewall Management	Network Optimization

STORAGE MANAGEMENT

Database Health-check	File Management
Database Updates	Storage Backups

WORKLOAD MANAGEMENT

Application Performance Monitoring	Analytics & Reporting

SECURITY OPS MANAGEMENT

Compliance / Audit Controls	Security System Validation

IT SERVICES MANAGEMENT (ITSM)

ACCESS MANAGEMENT

Access Provisioning	Access De-provisioning
Account Management	Record Maintenance

INCIDENT MANAGEMENT

Incident Raising	Incident Tracking
Incident Resolution	Incident Grouping
Root Cause Analysis	Intelligent Dispatch
Email Management	Notifications Management

IT ASSET MANAGEMENT

CMDB Configuration	Software Maintenance
Knowledge Management	Hardware Maintenance
Vulnerability Management	Change Management

APPLICATION DEVELOPMENT & MAINTENANCE (ADM)

APPLICATION DEVELOPMENT

Source Code Creation	Code Review/Debugging
Script optimization	Performance Profiling

APPLICATION TESTING

Test Plan/Case Creation	App Hosting
User Acceptance Testing	Functional Testing
Unit Testing	Integration & API Testing
Test Gap Analysis	Dependency Mocking
Cloud Testing	Web Testing

APPLICATION DEPLOYMENT

CI/CD	Release Control

APPLICATION MIGRATION

App Modernization	Data Migration
App Optimization	App Hosting

■ Resolve Systems Use Case Coverage