

Find it with Splunk. Fix it with Resolve.

Resolve accelerates incident resolution with automation and orchestration by taking automatic action on Splunk's Notable Events to help avoid "alert fatigue."



Detection Meets Resolution

Operations teams can improve efficiency and service delivery by adding Resolve to their Splunk installation. With Resolve, Splunk Enterprise and ITSI users can validate events automatically and resolve incidents faster than ever. This is made possible by Resolve's end-to-end and Human-Guided automation. Resolve tackles event validation, incident diagnosis, and resolution automatically whenever possible. When operators need to get involved, Resolve provides automated diagnostics, along with user-friendly results, step-by-step procedures, and interactive automations to accelerate every incident and minimize escalation.

Focus Resources on Real Incidents

Protect the team's productivity by eliminating false and transient alarms through automated validation.

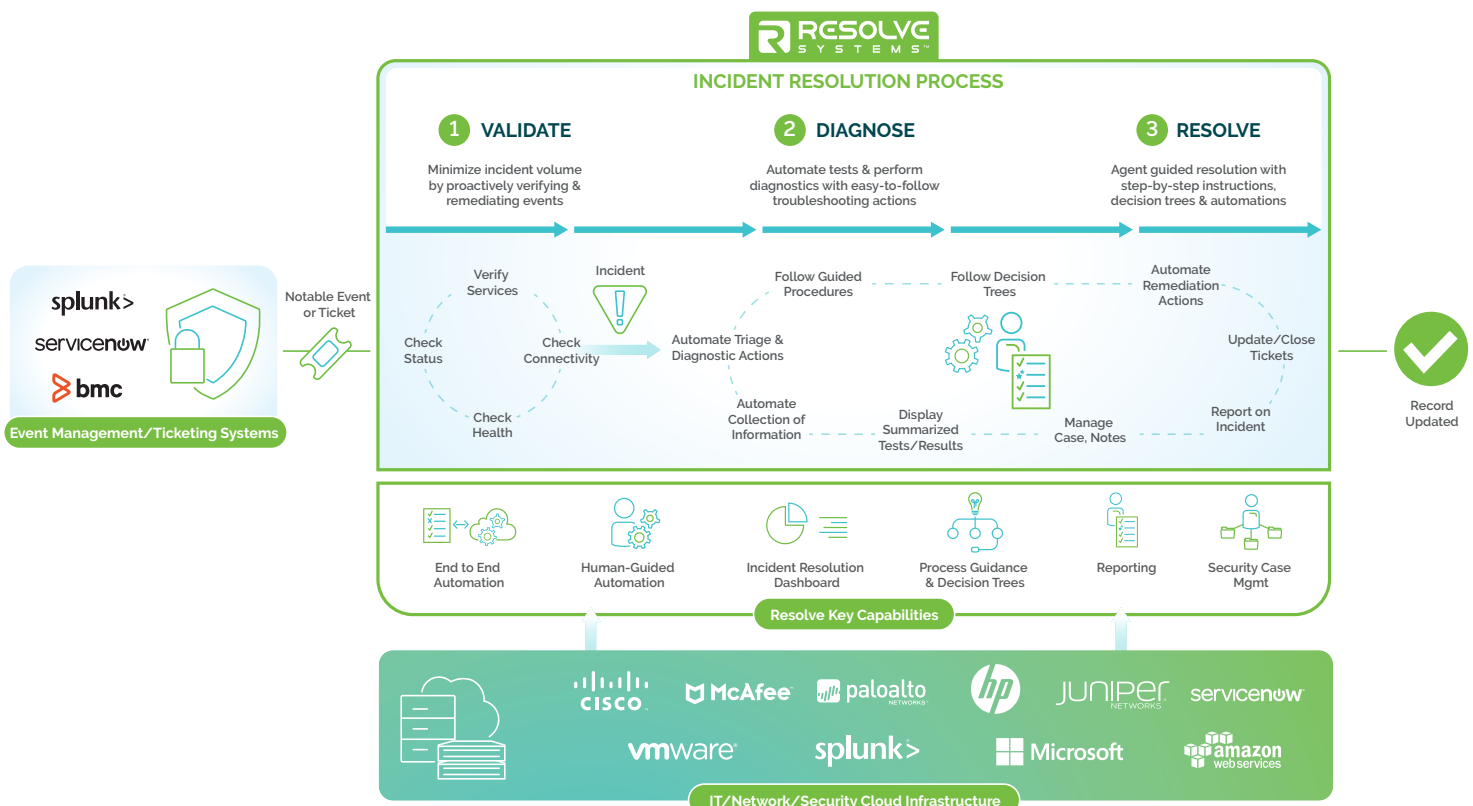
Diagnose Incidents Faster

When you can't fully automate resolution, empower agents with a view of automated diagnostics.

Reduce Incident Escalations

Give agents troubleshooting instructions with embedded automations to help resolve incidents without direct access to critical systems.

A Complete Incident Resolution & Automation Platform



Featured Use Cases for IT Operations

Splunk Detects	Resolve Acts
Infrastructure Incidents	<ul style="list-style-type: none">• High Virtual Host Resource Utilization• High Storage Disk Utilization Incident• Server Hardware Failure Incident• Cloud Services Performance Incident
Core Service Incidents	<ul style="list-style-type: none">• Web Service Incident• Database Incident• Application Incident
Business Process Incidents	<ul style="list-style-type: none">• Customer Portal Outage• Retail Systems Incident• Bank Branch Mobile Application Incident
Authentication & Credential Management	<ul style="list-style-type: none">• User On-boarding/Termination• Grant Access to Application• Reset User Password

NOTE: For all ITSI events, Resolve validates the alert, creates and/or updates incidents and updates the event

The Resolve Difference



Full Suite of Automation Strategies

Powerful Human-Guided automation and end-to-end automation to handle simple and complex use cases.



Built for Incident Resolution

Validate, diagnose, and resolve incidents with a single, consolidated view and toolkit.



Supports Large, Complex Environments

Handle millions of events and drive complex workflows with proven success in the largest global organizations.



Runbooks and Automations

Pre-built processes, automations, and integrations for leading IT and network systems.



Automability

Reusable automation framework and visual coding tools to automate incrementally for ROI.



AVAILABLE ON
splunkbase™

Resolve Apps and Add-Ons available for Splunk Enterprise, Splunk Security, Splunk IT Service Intelligence and Splunk Adaptive Response



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