RESOLVE + GROK

Unleashing Autonomous Networks Through AI-Driven Automation

As AI and automation become the driving forces behind next-generation networks, the technology landscape is heading towards a future of full autonomy.

Grok and Resolve come together to blend AI-powered insights with intelligent automation, taking the vision of truly autonomous networks from concept to reality.

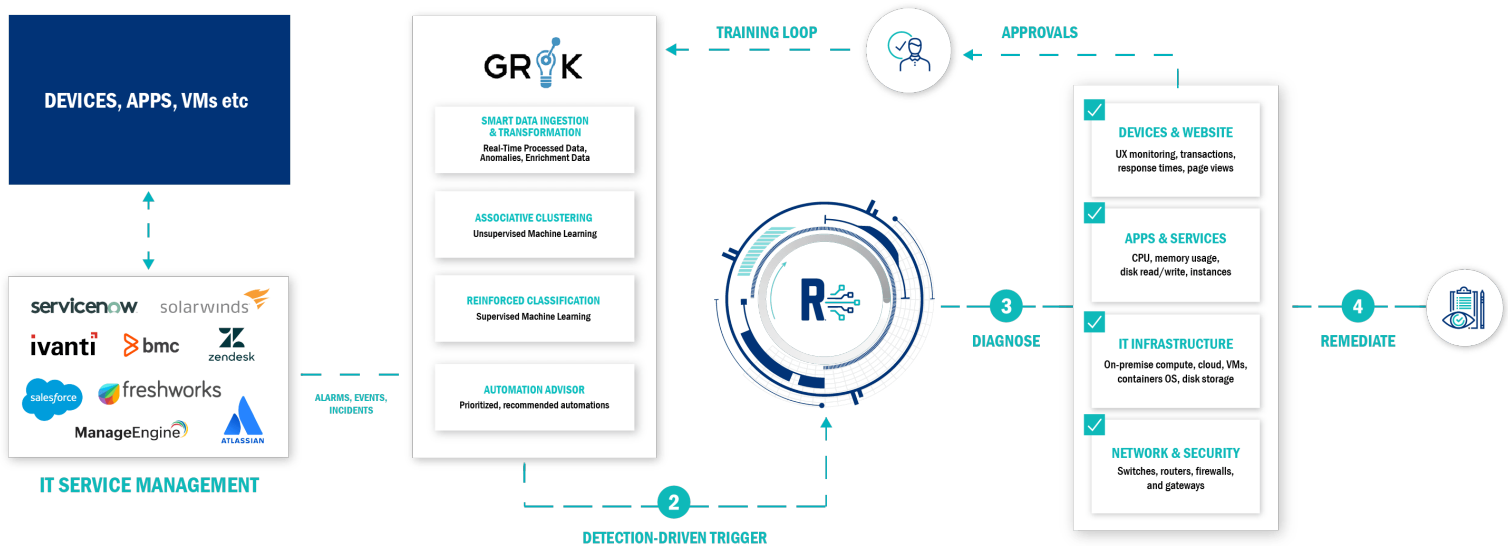## Key Benefits

Go from alerts to action seamlessly

1 Real-time Incident Detection
AI-driven detection to instantly identify incidents based on alarm patterns.

2 Reduced Noise & Intelligent Ticketing
Cut down operational noise and minimize unnecessary escalations by up to 70%.

3 Instant Response and Remediation
Respond to alerts immediately, without human intervention.

4 End-to-End Service Assurance
Orchestrate and manage complex, multi-vendor environments seamlessly.

5 Automation Recommendations
Enable self-prioritizing automation recommendations that improve over time.

6 Proactive Network Operations
Predict and address potential failures before they impact operations.

Bringing Autonomous Networks to Life

Grok identifies incidents, prioritizes automation recommendations, and dynamically adjusts remediations in real-time based on impact and frequency. With seamless integration, to Resolve Actions, workflows automatically get triggered to remediate and restore services applications.

For nuanced issues requiring human intervention, automation workflows can be built to include human-in-the-loop or create tickets with full context to ensure incidents are routed to the right team, complete with context, diagnostics, and suggested fixes.

Grok's self-improving AI pipeline learns from every remediation, refining recommendations and optimizing outcomes. Together, Grok and Resolve turn chaos into clarity and complexity into action.

DEVICES, APPS, VMs etc

servicenow   solarwinds
ivanti   bmc   zendesk
salesforce   freshworks
ManageEngine   ATLASSIAN

IT SERVICE MANAGEMENT

ALARMS, EVENTS, INCIDENTS

GROK

SMART DATA INGESTION & TRANSFORMATION
Real-Time Processed Data, Anomalies, Enrichment Data

ASSOCIATIVE CLUSTERING
Unsupervised Machine Learning

REINFORCED CLASSIFICATION
Supervised Machine Learning

AUTOMATION ADVISOR
Prioritized, recommended automations

2 DETECTION-DRIVEN TRIGGER

TRAINING LOOP   APPROVALS

3 DIAGNOSE

DEVICES & WEBSITE
UX monitoring, transactions, response times, page views

APPS & SERVICES
CPU, memory usage, disk read/write, instances

IT INFRASTRUCTURE
On-premise compute, cloud, VMs, containers OS, disk storage

NETWORK & SECURITY
Switches, routers, firewalls, and gateways

4 REMEDIATE

About Grok

Grok blends predictive, causal, and generative AI to offer innovative self-healing capabilities to leading organizations, including managed services providers, communication service providers, and global enterprises. Grok features a cognitive AI learning architecture that delivers unmatched noise compression, incident prediction, proactive resolution and ChatOps for self-healing solutions across IT Operations. Diverging from conventional AIOps solutions reliant on rigid rules-based approaches, Grok heralds a new era in AIOps with its adaptive learning model.

About Resolve

Resolve Systems provides intelligent automation and orchestration solutions that are purpose-built for infrastructure and network professionals, boosting operational efficiency and streamlining day-to-day operations. Our platform enables IT teams to orchestrate critical processes, such as service provisioning, incident response, diagnostics, and troubleshooting. Top telecom providers trust Resolve to streamline operations, cut down MTTR, boost network reliability, and deliver superior customer experiences through intelligent automation.