

For Immediate Release

gen-E Changes Name to Resolve Systems to Reflect Company's Commitment to Providing Innovative, Accelerated Incident Resolution Software for Network and IT Operations

Success of company's RESOLVE Software System drives expansion and move to Irvine, California

Irvine, California – September 30, 2014– [gen-E](#) today announced that the company has changed its name to Resolve Systems to accurately reflect the completion of its multi-year transformation from a software consulting firm to a global software company pioneering a new approach to accelerating incident resolution in network and IT operations. Resolve Systems will continue its commitment to providing communications service providers (CSPs), managed service providers (MSPs) and enterprises with an innovative comprehensive software solution that addresses the shortcomings of competitive products that only offer a limited approach to improving incident resolution.

The company recently introduced RESOLVE Software System 5, which adds significant new features designed to enable IT and network operations' personnel, and especially Level 1 engineers, with new capabilities to resolve incidents of all types faster and more efficiently. In addition, Resolve Systems has moved its California headquarters to Irvine, Orange County's main technology corridor, securing a larger office space to accommodate the company's growth and expansion.

Resolve Systems is exhibiting at [Gartner Symposium ITxpo 2014](#), held October 5-9 in Orlando, Florida, where executives will provide overviews of the RESOLVE Software System and details on customer applications in booth 1223.

Martin Savitt, who recently joined Resolve Systems as its Chief Executive Officer from his previous position at SAP company SuccessFactors, believes the market opportunity for solutions such as RESOLVE Software System will expand rapidly over the next few years due to the growing complexities in the technology products and consumer services that service providers and enterprises are bringing to their customers.

“With our transition from a renowned software consulting firm to software company now complete, it makes perfect sense to change our name to Resolve Systems in order to reflect our focus on providing a remarkable software system to accelerate incident resolution,” said Savitt. “Resolve Systems has grown exponentially over the past year, building a solid customer roster that includes brands such as 3UK, Frontier Communications, MTS Allstream, T-Mobile and

Virgin Media. The success we've experienced to date is validation that the RESOLVE value proposition is resonating with customers around the globe. It's also testament to our deep understanding of how to improve incident resolution and its direct connection to improving the customer experience."

Resolve Systems' momentum and growth is indicative of the dissatisfaction that many CSPs, MSPs and enterprises have had with the success rate of other incident resolution products, many of which only offer only a full automation approach that only addresses up to 15 percent of all incidents. RESOLVE makes a much bigger impact on productivity by combining full automation capabilities with a process guidance framework that can embed automations directly into any engineer-driven resolution procedure on a step-by-step basis. The process guidance framework provides engineers with the necessary contextual details required to make decisions while automating repetitive tasks that can dramatically speed up the incident resolution process.

RESOLVE's comprehensive approach to automation enables operations teams to accelerate the resolution of 100 percent of the incidents that they face, from the simple to very complex, and assess whether to use full automation or partial automation of each process. RESOLVE customers typically see an operational expense savings of 15-30 percent.

About the RESOLVE Software System

The award-winning RESOLVE Software System uniquely provides comprehensive capabilities for applying automation to all incident resolution procedures in network and IT operations, including the full automation of select procedures for complete machine execution and the partial automation of engineer-driven procedures, where automated steps can be embedded into guided manual procedures. RESOLVE also drives collaboration, feedback and continuous improvement to processes, which is critical to maintaining complex, constantly changing operational environments.

RESOLVE is accelerating incident resolution at major corporations around the globe, including Charter Communications, Earthlink, Virgin Media and T-Mobile.

About Resolve Systems

Headquartered in California, Resolve Systems is a global software company setting the standard for how automation can be utilized by network and IT operations organizations to dramatically improve the ability to diagnose and resolve incidents as they happen. For more information, please visit www.resolve.systems

Resolve Systems is a portfolio company of Solis Capital Partners, a lower middle-market private equity investment firm, headquartered in Newport Beach, CA. For more information visit www.soliscapital.com.

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