



HFS Hot Vendor: Rezolve.ai

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Introduction

The HFS Hot Vendors are an exclusive group of emerging players, each with a differentiated value proposition for the HFS OneOffice or HFS OneEcosystem. HFS analysts speak with numerous exciting startups and emerging players.

We designate a select group as HFS Hot Vendors based on their offerings' distinctiveness, ecosystem robustness, client impact, financial position, and the impact in our OneOffice and/or OneEcosystem Frameworks. The HFS Hot Vendors may not (at the time of writing) have the scale and size to be featured in our Top 10 reports, but they have the vision and strategy to impact and disrupt the market.

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Resolve.ai is a conversational AI software firm putting employee experience (EX) at the center of its capabilities. EX has come to the forefront of every enterprise's strategy over the past 18 months—whether fully remote, hybrid, or in an office environment, employees need intelligent tools and technology to perform in their roles and be productive. Reducing friction and allowing easy access to information are imperative. In an increasingly remote world, employee engagement tools also need to facilitate learning and career growth and support people to feel connected and valued in their roles. These critical elements drive performance and promote staff development and retention.

Resolve.ai's SaaS products are automated self-service tools for enterprise employees. Deployed exclusively on Microsoft Teams, Resolve.ai's solutions focus on employee support, advanced knowledge management, advanced skilling and learning, and change management. Employee support and knowledge management are all about ensuring that employees feel connected and empowered and have resolutions for helpdesk issues they encounter. Knowledge management aims to provide employees with the information they need right in Teams, using natural language processing (NLP) to better understand customer queries and the ability to provide feedback in a variety of formats.

The core functional areas that the Resolve.ai platform addresses are employee service desk, HR service desk, and learning/upskilling platforms. Here are the highlights:

- **Employee service desk:** Resolve.ai is an AI-powered employee service desk that facilitates employee experience on MS Teams. Resolve.ai auto-resolves many common employee issues using its conversational AI, automation engine, invisible ticketing system and knowledge management system. Resolve.ai can also involve human experts in issue resolutions and connect with various enterprise systems/tools to accomplish tasks and complex processes like user provisioning.

- **HR service desk:** Rezolve.ai, as an HR service desk, offers automated and personalized HR support to employees by resolving their HR-related queries about work policies, employee benefit support and harassment reporting etc. Employees can easily reach HR support within MS Teams. In most cases, everyday issues and inquiries can be resolved immediately - and others can be referred to experts. Apart from service requests, Rezolve.ai also simplifies employee onboarding and offboarding, training, and other key processes. It integrates with all major HRIS, payroll, and benefits systems to provide employees with a "single window" solution. Using a centralized platform, Rezolve.ai, allows for HR managers to engage with employees.
- **Micro-learning and upskilling:** Rezolve.ai's conversational microlearning platform called "Morsel" is geared towards upskilling and reskilling employees by providing them with relevant knowledge and a comprehensive learning experience integrated with MS Teams. An AI Virtual assistant is a resource for trainees when they need help while learning and creates a "feedback loop" with the employer. Conversational microlearning is an effective way to empower, engage and upskill employees and help them develop their skills without committing to long, dull courses. Morsel finds different uses in enterprises - employers can provide onboarding to their newly hired remote workforces, guide changing policies to contact center employees or refresh the sales team's skills, for example.

Feedback from Rezolve.ai clients is that fundamentally, the AI (NLP) and implementation capabilities are robust and highly accurate with solid learning capabilities. Perhaps more important than the core functionality where many NLP capabilities are reaching parity, customers appreciate the exclusive focus on Teams and commitment to doing "just Teams" really well rather than diversifying on different communication platforms. Customers see fewer tickets overall and better ticket resolution.

HFS' take

In HFS' view, Rezolve.ai is a hot vendor to watch due to its timely focus on EX and unique Teams exclusivity. As a critical pillar of the HFS OneOffice, EX must be an investment priority for successful future enterprises, and Rezolve.ai seems to have homed in on a unique value proposition for Microsoft customers.

HFS has been following the conversational AI market over the past several years and has noted a crowded marketplace with lots of hype. Enterprise customers require straightforward solutions that address their challenges and desired outcomes rather than the next "AI-powered chatbot" and myriad features. In this regard, Rezolve.ai has a distinct clarity around the challenge of employee engagement and is clear about the outcomes it aims to deliver with its products: instantaneous support, lower ticket volumes, higher ticket auto-resolutions, and improved employee satisfaction among

them. Very few conversational AI products vendors emphasize employee experience, let alone exclusively offer EX-focused tools. The need to continue the evolution of remote learning and engagement will only increase as work from anywhere (WFA) and hybrid workforce models persist; Rezolve.ai seems to want to skate ahead of the puck to ensure the right content and personalization that EX will require in the future.

In a world where so many firms aim to be everything to everyone, Rezolve.ai has focused on its core mission and placed its bets on two areas of rapid growth and focus, Teams and EX. Teams' prevalence alone is a compelling indicator, with 250 million monthly users and growing. Customer feedback indicates that Rezolve.ai's platform is already working well in production and has some promising plans for new types of implementations moving forward (think omnichannel for the employee side!).

Vendor factsheet

- **Founded:** 2017
- **Headquarters:** San Ramon, CA
- **Co-founders:** Saurabh Kumar (CEO), Manish Sharma (COO) & Udaya Reddy (CTO)
- **Financial situation:** Privately held; investors include Tri-Valley Ventures, Globevestor, and SLO Seed Ventures
- **Offering summary**—products and services: IT service desk, HR service desk, conversational micro-learning and change management
- **Number of engagements and clients:** 100+
- **Notable clients:** Patelco Credit Union, NYC Department of Buildings, a few Fortune 500 clients
- **Industry coverage:** Industry agnostic but focuses on education, retail, public sector, healthcare, and banking/ financial services
- **Key partnerships:** Microsoft



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HFS is a unique analyst organization that combines deep visionary expertise with rapid demand side analysis of the Global 2000. Its outlook for the future is admired across the global technology and business operations industries.

Its analysts are respected for their no-nonsense insights based on demand side data and engagements with industry practitioners.

HFS Research introduced the world to terms such as “RPA” (Robotic Process Automation) in 2012 and more recently, the HFS OneOffice™. The HFS mission is to provide visionary insight into the major innovations impacting business operations such as Automation, Artificial Intelligence, Blockchain, Internet of Things, Digital Business Models and Smart Analytics.

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