

# Rezolve.ai Recognized in the 2023 Gartner® Market Guide for AI Applications in IT Service Management report

*Rezolve.ai, a pioneer in AITSM is pleased to announce its inclusion in Gartner® Market Guide for Artificial Intelligence Applications in IT Service Management.*

DUBLIN, CALIFORNIA, UNITED STATES, January 4, 2024 /EINPresswire.com/ -- [Rezolve.ai](https://www.rezolve.ai), the pioneering force in GenAI-driven IT Service Management (AITSM), announced its recognition today in the recently published Gartner® Market Guide for Artificial Intelligence Applications in IT Service Management. At Rezolve.ai, we believe this recognition underlines Rezolve.ai's innovative approach to transforming traditional IT support with its advanced Generative AI and automation capabilities.



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## A New Chapter in ITSM



At Rezolve.ai, We're redefining IT support with conversational knowledge, ticketing, and automation, We prioritize IT support accessible and user-friendly benefiting both employees and support teams."

*Udaya Reddy, CTO of  
Rezolve.ai*

"Exciting news to kick off 2024!" said Saurabh Kumar, CEO of Rezolve.ai. "For us, this recognition in the Gartner report marks a major milestone. We believe it reaffirms our commitment to revolutionizing ITSM through the power of Generative AI. Our solution is more than just an ITSM tool; it's a vital skill for knowledge workers and IT technicians, simplifying complex IT challenges with ease and efficiency."

## Innovative Features for the Digital Age

Udaya Reddy, CTO of Rezolve.ai, highlighted the unique features of their AITSM solution, "At Rezolve.ai, we're redefining IT support with conversational knowledge,

ticketing and automation. Our focus is on making IT support accessible and user-friendly,

benefiting both employees and support teams.”

## The Rise of Generative AI

Manish Sharma, CRO of Rezolve.ai, shared insights on the future of Generative AI. “Generative AI is not just a trend; it's a significant player in the IT sector’s evolution. To us at Rezolve.ai, we’re leading this change by offering advanced technology tailored to the specific needs of CIOs and IT professionals.”

[Gartner, Market Guide for Artificial Intelligence Applications](#) in IT Service Management, Chris Matchett, Rich Doheny, Chris Laske, et al., 13 December 2023

Gartner Press Release, Gartner Says CIOs Must Prioritize Their AI Ambition and AI-Ready Scenarios for Next 12-24 Months, 16 October 2023, ([Source: Gartner](#))

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## About Rezolve.ai

Rezolve.ai is at the forefront of the AITSM industry, offering innovative solutions that seamlessly integrate with platforms like Microsoft Teams. The company is dedicated to enhancing employee productivity and digital workplace efficiency through its Generative AI-first approach.

Nimit Gupta

Rezolve.ai

+1 833-522-8466

info@rezolve.ai

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