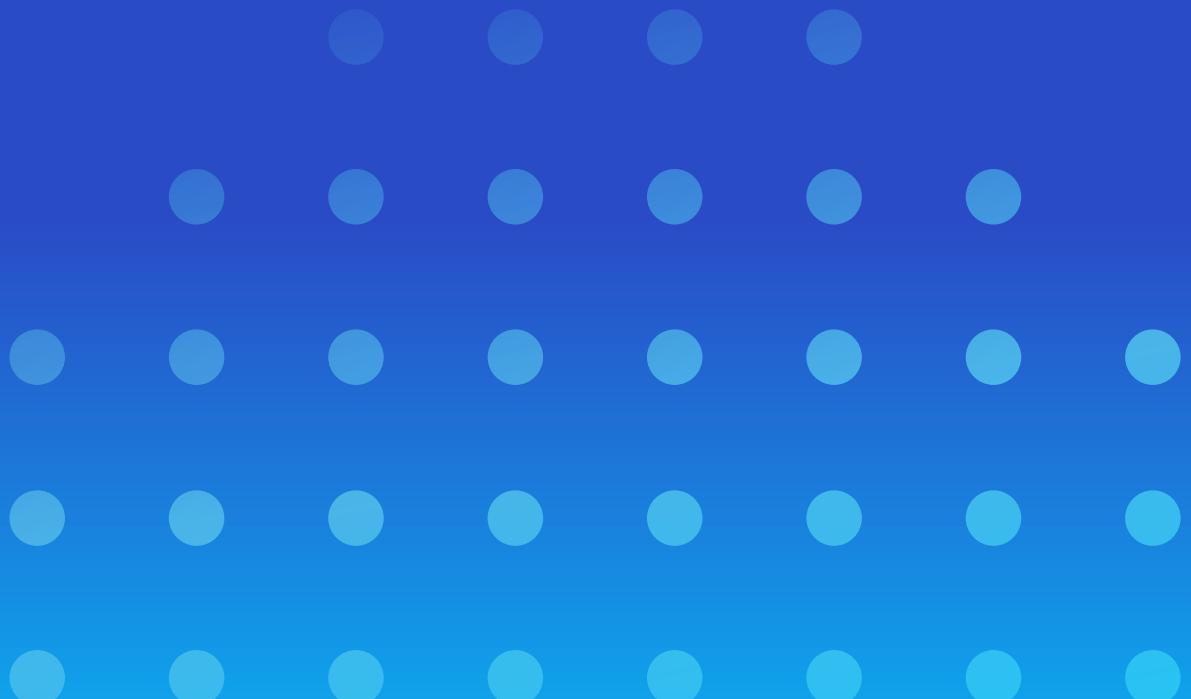


digitate

# Closed-loop automation

**AIOps for the Autonomous Enterprise**



# Traditional automation can't scale

Enterprises across industries are looking at automation to meet the challenges of scale – as digital enterprises churn out more data by the minute, the complexity of modern architectures makes difficult to keep track of dynamic environments and depleting workforce and budget constraints necessitate an operational transformation.

But traditional, non-adaptive automations like runbooks that rely solely on pre-written scripts and instructions, are not able to scale as they cannot use intelligence to solve similar issues, becomes outdated when the environment changes, and need continuous coding to modify, maintain, and train for each technology/process. This is creating pockets of automation and increasing the agony for IT teams.



# Closed-loop automation for autonomous operations

Digitate provides closed-loop automation as a core component of its award-winning AIOps platform, which leverages **knowledge of enterprise IT context, intelligence from AI and machine learning models, and out-of-box automation capabilities** for end-to-end lifecycle management - from detection to triaging to resolutions.

ignio's unique closed-loop approach helps build self-monitoring, self-governing, and self-healing IT operations, paving the way for the Autonomous Enterprise.

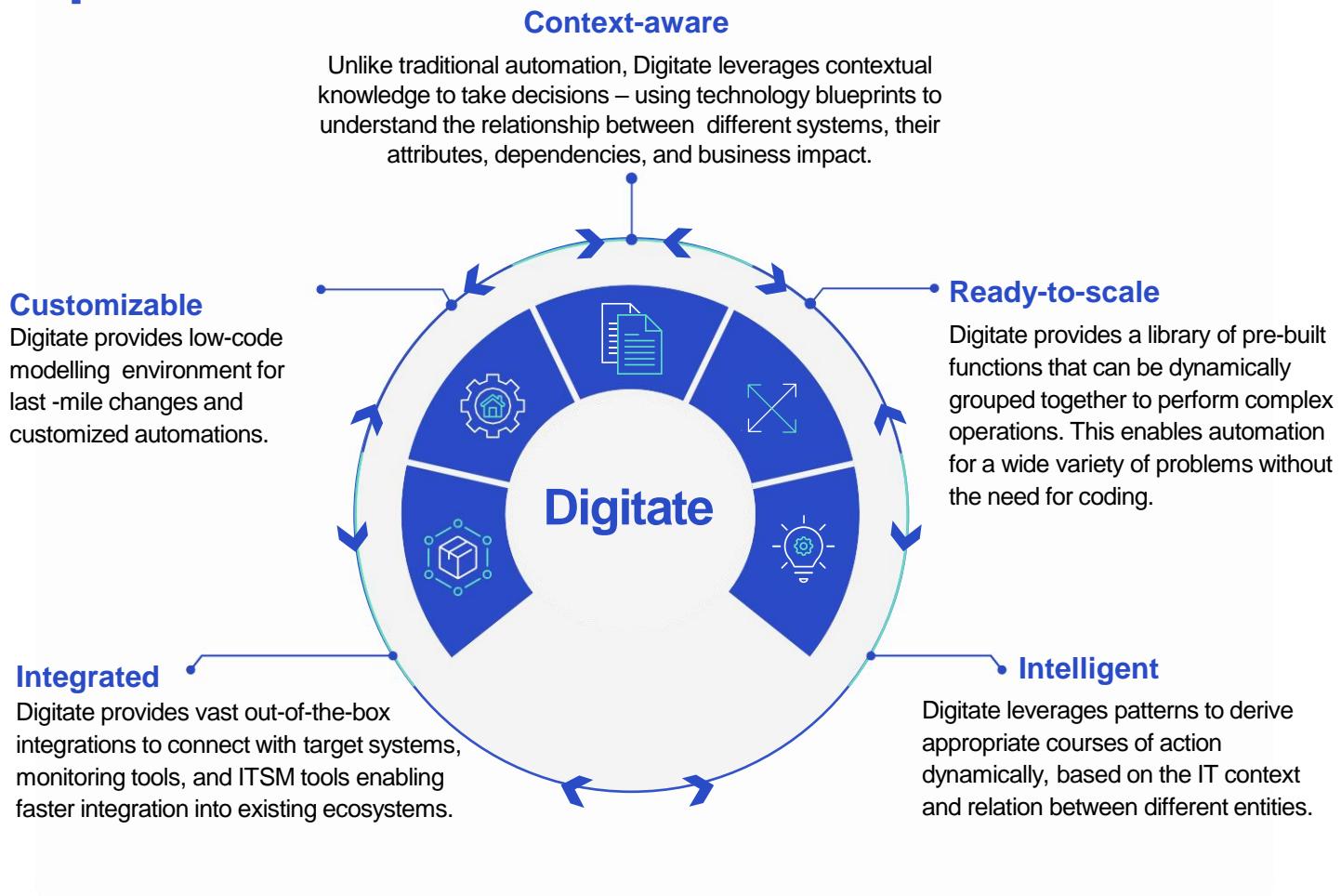
Digitate provides a **central platform to meet IT automation needs** across infrastructure, cloud, applications, workloads, ERP, and digital workspace.

Digitate automation is **equipped to scale at speed**, with a wealth of **out-of-box capabilities**, requiring only minimal configuration changes to meet use cases without any need for downtime.

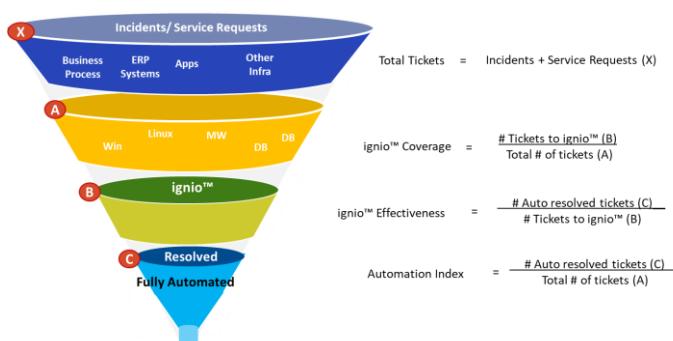
It also ensures **secure, auditable and traceable** automation for the IT team, with effective guard rails and a human-in-loop design.

<b>Built-in controls</b>	Human in loop	Flexible triggering of actions	Secure automation access
<b>Increased scale and velocity</b>	10,000+ built-in automations	200+ fault-fix scenarios	45+ technologies supported
<b>Central automation platform for ITOPs</b>		Infra, Cloud, Apps and ERP automation	Across IT and Business use cases

# Key capabilities that enable closed-loop operation



## Automation that is measurable



Automation projects go through various stages – and need appropriate KPIs for measuring the success at every stage.

Digitate helps measure the success throughout the lifecycle of automation projects with a tried-and-tested measurement process, from **Coverage** (identification, prioritization and automation of critical needs) to **Effectiveness** (improvement in accuracy of automated actions) to **Automation Index** (to track the overall impact of automation).

# Benefits of Closed-loop automation

Digitate's closed-loop automation enables wide-ranging benefits for not just IT teams but the overall enterprise.

For IT teams, it ensures overall staff productivity improvements, as they can be relieved of routine chores, or keeping-the-lights-on activities. Staff can then engage in more value-added tasks and become trainers and controllers for the AI-based automations.

Closed-loop automation also makes the enterprise more agile, with faster remediations of both incidents and business requests, paving the way for zero-touch operations.

For the business, closed-loop automation eliminates (often proactively) any business-critical incidents, improving customer satisfaction and enabling business assurance, which translates to cost savings or revenue loss mitigation.

## Applications of closed-loop automation

### Service availability

01

- Proactive health checks
- Automated triaging
- Automated, assisted self-heal
- Proactive incident management
- Assignment/reassignment of tickets in ITSM

### End user experience

02

- Employee on-boarding, transfer, off-boarding
- Provisioning of resources
- Service requests

### Security risk reduction and compliance

03

- Intelligent patching
- Compliance enforcement
- Certificate management
- Identity and access management
- Dormant user detection and removal

### Sustainability

04

- Waste and sprawl management
- Automated de-provisioning or decommissioning
- Automated shutdown of resources

## Automate at scale with Digitate

Digitate's unique closed-loop automation capability, coupled with our proprietary implementation methodology, has played a pivotal role in enabling autonomous operations for companies of all sizes. Here is snapshot of value provided by Digitate across customers:

- ✓ 85% of system-generated events auto-triaged and resolved
- ✓ 60% Average noise Suppression
- ✓ 50% of service requests automated
- ✓ 35% of human-reported incidents auto-resolved

**Digitate is the only AIOps vendor able to perform at scale for large enterprises, achieving 35-55% automation across the enterprise in the first year of deployment.**



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Digitate's flagship product, ignio™, is an award-winning AIOps solution that reimagines the enterprise business landscape with its distinctive closed-loop approach. It combines context, insights, and intelligent automation to resolve, prevent, and predict issues autonomously. Our customers span multiple industries and include global enterprises that are leaders and innovators.

To stay up to date on ignio™ news and learn how our clients across the globe have benefited from our innovative solutions, visit us at [www.digitate.com](http://www.digitate.com) and follow Digitate on [X](#) and [LinkedIn](#).

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