digitate

ignio™ AI.ERPOps

(SAP Certified)

| AI Powered SAP operations
| Smart BASIS administration
| Optimized supply chain operations
| Efficient master data management
| Improved security and compliance

ignio™ AI.ERPOps

An AI-based, insight-driven product to transform SAP operations. This innovative application aims to transition SAP operations from a reactive approach to a proactive one, harnessing the potential of Artificial Intelligence (AI), Machine Learning (ML), and automation. It enhances both the technical and functional aspects of SAP ERP operations.

Customer challenges

Knowledge and operational silos

Poor business resiliency

Manual operations

Inferior customer experience

Why ignio

Seamless SAP operations with AI-powered, plug-and-play automation

- **Out-of-the-box capabilities** - customizable for unique environments.

- **Full SAP coverage** - Basis, security, functional, technical, and core business processes

- **Intelligent Self-healing** to proactively detect, fix, and prevent issues

- **Smart dashboards, automation, and notifications** for faster resolution and clear visibility

Product capabilities

- **AI powered SAP operations** − Gain insights from Solution Manager and sales data with SLA prediction for SAP batch jobs.

- **Smart BASIS administration** − Automate routine tasks with speed, accuracy, and intelligence.

- **Optimized supply chain operations** − Enhance efficiency with IDoc management and functional health checks.

- **Efficient master data management** − Automate master, configuration, and transactional data while ensuring integrity.

- **Improved security and compliance** − Strengthen user management and monitor risks with a unified compliance dashboard

AI Agents for Autonomous SAP Operations
Bringing ignio AI Agents to Life in SAP IT Operations

AI Agent for

IT event management

Reduce alert noise and generate timely, relevant alerts for improved focus and efficiency

For SAP SolMan/ CALM Alerts

Conversational Interface

AI Agent for

Business SLA predictions

Predict future behavior and provide early warnings of potential SLA violations

For SAP jobs across OLTP (ECC, S/4 HANA) and OLAP (BW)

ignio™ AI.ERPOps

Key Use cases

ABAP Code Accelerator

From specs to ABAP code in seconds—accelerate SAP development with Gen AI.

SAP Batch Jobs SLA Prediction

Predict and prevent SLA breaches—before delays disrupt your business. Coverage - ECC, S/4 HANA, BW systems

Integrated SAP Health Checks in Business Function Monitoring

Gain vertical observability into your SAP landscape—for *SAP System, Functional and HANA DB* health checks

Solution Manager event management and analytics

Now with Metric Watch: Track the right metrics, spot the wrong trends—built on SAP KPI intelligence.

IDoc Management

Turn IDoc chaos into clarity with autonomous monitoring, priortization and resolution

Sales cycle analysis

From Sales Order to Return Memo— expose inefficiencies across your SAP Sales Cycle

Master Data Sanity check

Healthy data, healthy Systems — fix Inconsistencies before they break processes

ABAP dump analysis

Dump analysis made simple — smart dashboards, SAP-aligned fixes, faster resolution.

Service Request Automation

Fast-track service fulfillment—automate repetitive, time-consuming SAP technical and functional requests

Impact assessment

Know the impact before you move—effective SAP transport decisions

Benefits

Make your SAP business-ready!

Realize 100% faster time-to-market with future-ready, autonomous SAP operations.

Enhance business results and resilience
- Cut outages and ensure compliance
- **20–30% faster resolution, 100% prevention of O2C/P2P failures**

Create an intelligent and agile enterprise
- Reduce manual work with AI-driven automation
- **50–70% SR automation, 40–60% manual task reduction**

Elevate customer experience
- Boost SAP availability and resolve issues autonomously
- **Up to 90% MTTR reduction, 100% alert interception**

Compatible with S/4HANA cloud,pvt. edition Works with RISE with SAP

SAP® Certified
Integration with SAP S/4HANA®

Case study

Digital transformation of utility operations for **ENGIE** - a European utility and energy provider

€ 4.2M
revenue realization

100%
Reduction in downstream business impact

84%
Service requests automated

Case study

Enabling resilient operations at **Woolworths** – an Australian supermarket chain

~10 Order-related
incidents reduced daily

~AUD 0.25M
Saved annually in operations costs

"ignio is one of the powerful automation tools in Woolworths delivering real value for our teams, with the capability to deliver even more."

– Tony Fitzgibbon
Head of Technology, Woolworths
– Enterprise Productivity & Process Automation Tools

About Digitate

Digitate builds AI technologies to power the autonomous enterprise. Our agentic AI platform – ignio™ – combines unified observability, AI-powered insights, and closed-loop automation to help enterprises across industries operate smarter, faster, and with greater resilience. Built on an agentic AI architecture, ignio enables proactive and predictive IT and business operations. Trusted by leading global enterprises and innovators, ignio accelerates innovation and maximizes business outcomes. Learn more at www.digitate.com and follow Digitate on X and LinkedIn.

80+
patents in AI/ML and automation

260+
clients mostly in Global 2,000 list

50+
partners in technology, consulting, SI

Gartner peer insights

ignio by Digitate ratings

★★★★☆ **4.0**

"Automating IT Operations using ignio Observe, AIOps and AI.ERPOps"
ignio is a very capable product with a wide range of out of the box functionalities. Ability to customize the solution to customers' needs is a big plus.
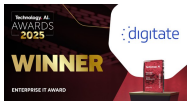
★★★★☆ **4.0**

"AIOps and AI.ERPOps with ignio"
Digitate resources are knowledgable and have made our journey thus far easier than most similar implementations. Their willingness to listen and improve is an asset.

★★★★☆ **4.0**

"Automating with ignio"
Good product and support enabling multiple automation use cases.

Winner
Tech & AI Awards by Technology Magazine
Enterprise IT Awards

Best Cloud Automation Solution Shortlist

Leader
G2 Enterprise AIOps Platform – Summer 2025

Winner
TMC **Cloud Computing Product of the Year** 2024 & 2025

Leader
G2 Europe Regional Grid® for AIOps Platform – Winter 2025

Leader
G2 EMEA Regional Grid® for AIOps Platform – Summer 2025