digitate

ignio™ AIOps
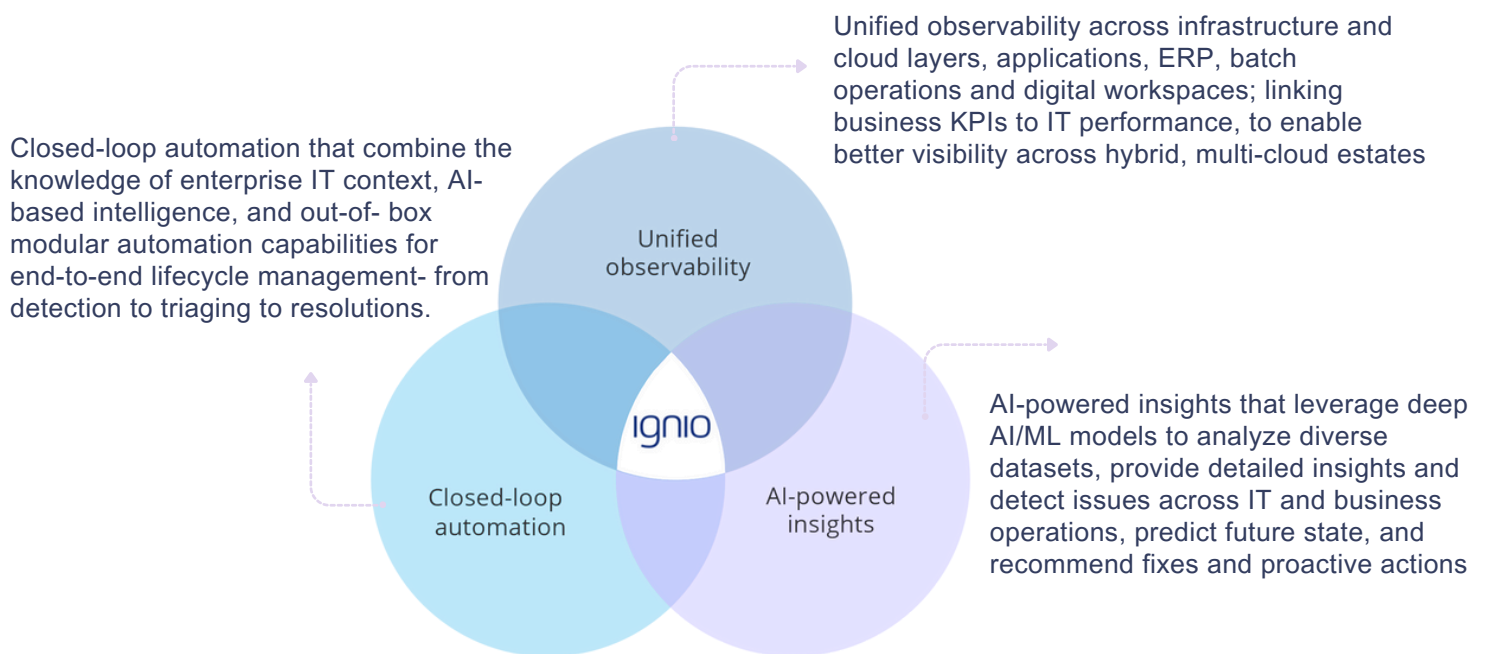
| Unified observability
| AI-led event and incident management
| Cloud visibility and cost optimization
| Proactive problem management
| IT operational risk mitigation
| AI-driven IT life-cycle automation
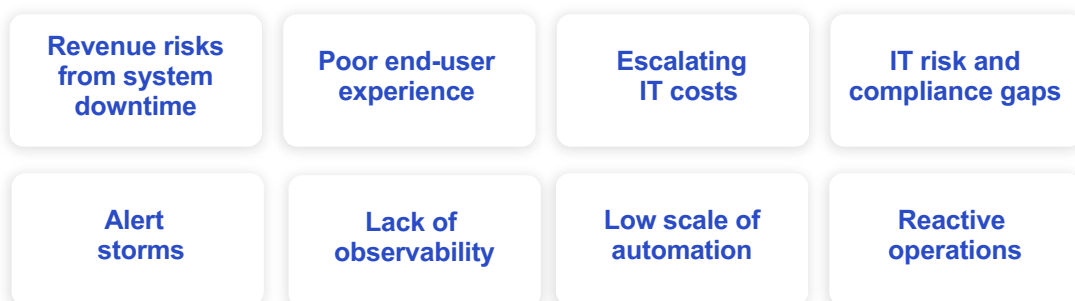| Low-code platform for custom development

ignio™ AIOps

A SaaS-based, domain-agnostic AIOps platform that delivers resilient, agile, and efficient IT operations across multi-cloud and hybrid environments. ignio™ AIOps paves the way for the autonomous enterprise with **unified observability** across IT and business layers, **AI-powered insights** for predictive and proactive operations, and **closed-loop automation** for resolving incidents and improving operational efficiency.

An overview of ignio AIOps

Closed-loop automation that combine the knowledge of enterprise IT context, AI-based intelligence, and out-of- box modular automation capabilities for end-to-end lifecycle management- from detection to triaging to resolutions.

Unified observability across infrastructure and cloud layers, applications, ERP, batch operations and digital workspaces; linking business KPIs to IT performance, to enable better visibility across hybrid, multi-cloud estates

AI-powered insights that leverage deep AI/ML models to analyze diverse datasets, provide detailed insights and detect issues across IT and business operations, predict future state, and recommend fixes and proactive actions

Unified observability

Closed-loop automation

ignio

AI-powered insights

Typical IT challenges solved by ignio

Revenue risks from system downtime	**Poor end-user experience**	**Escalating IT costs**	**IT risk and compliance gaps**
Alert storms	**Lack of observability**	**Low scale of automation**	**Reactive operations**

Why ignio AIOps

Enterprises face numerous challenges in ensuring robust IT operations, with too many technology-or-need-specific tools impacting visibility and control across their IT estate. Every IT team today feel the need for a central AIOps platform that can cut across IT complexity and operational silos.

ignio™ AIOps is the right-fit for such enterprises who are looking to transform towards proactive operations that can keep pace with dynamic IT and business needs. ignio transforms IT operations by unifying observability across teams and technology layers, with real-time insights to empower faster decision-making, and closed-loop automation to enhance overall productivity.

- **Central platform for efficient IT operations across the enterprise value chain**

  - ignio is the only major SaaS platform that covers the entire AIOps lifecycle.
  - ignio brings mature AIOps capabilities across all infrastructure layers, provides platform-agnostic view and support for multi-cloud management and helps improve application reliability.
  - ignio can also extend AIOps capabilities to meet specific IT needs across batch and ERP operations, digital workspaces, and more, with related products on the same platform.

Digital Workspace*	• ignio app for end user • Enterprise dashboard for SD manager • Server-side automation for IT admin • Identity and access Management
Batch Operations*	• Predictive SLA management • Multi-scheduler event management • Batch optimization and peak planning
ERP Operations*	• Smart BASIS administration • IDOC management • Master data and configuration data
Application Operations Network Operations Infrastructure and Cloud Operations	• Business health visibility • Real-time IT observability • Blueprint and normal behavior • Event analysis and triaging • Automated self-heal • Proactive problem management • IT lifecycle automation

* Extended Capabilities

- **Ticketless Operations**
  ignio leverages AI-based predictive capabilities to bring a paradigm shift with Ticketless Operations, changing the focus from meeting SLAs to enabling better experiences.

- **Modular and intelligent automation**
  ignio has 10K+ modular automations, covering 45+ technologies, and 200+ out-of-box fault-fix scenarios which are structured, easily extensible, and thus adaptable to changes in technology. This helps fast track incident resolutions, as well as meet service and change requests.

- **Easy extendibility**
  ignio provides ignio Studio, an integrated, low-code modelling environment with Gen-AI based code accelerators, to help extend existing AIOps capabilities, and meet company-specific needs. ignio comes with Out-of-Box integration capabilities with most major IT tools and can easily integrate with new tools, enabling easy extension into client environment.

- **User-focused**
  ignio provides iAssist, an NLP-based conversation platform to help end-users get relevant details and raise tickets at a click of a button, reducing process delays.

Product capabilities

Real-time observability− Get visibility across all technology components on a single platform, with real-time metrics, logs, and traces, as well as synthetic monitoring capabilities with **ignio Observe**. ignio helps correlate data across monitoring tools, and provide insightful analytics for IT operations

Real-time observability

Business health monitoring - Ensure business continuity with an AI-based solution to track and analyze the health of key business processes. ignio provides vertical observability connecting business functions and KPIs, with related applications and infrastructure layers; as well as horizontal observability into business transaction flows across applications.

Business health monitoring

IT event and incident management - Detect anomalies, reduce alert noise and prevent outages with root-cause analysis and actionable intelligence for event management. Leverage AI and automation to auto-triage, self-heal incidents and enable proactive operations with accurate predictions and recommendations.

IT event & incident management

IT operational risk mitigation - Reduce operational risks and compliance gaps with context-driven assessment of issues across the IT enterprise, autonomous compliance checks, intelligent patches and automated fixes for faster mitigation.

IT operational risk mitigation

Cloud cost optimization - ignio reduces the complexity of managing IT operations across multi-cloud, hybrid environment, and helps in cloud cost optimization with multi-cloud cost analytics, for effective governance

Cloud cost optimization-

Key Use cases

| Alert noise reduction | Proactive incident management | Cloud cost optimization | Performance and capacity improvement | NLP-based event assistance |
| IT life-cycle automation | Business function and transaction monitoring | Full-stack observability | Multi-cloud governance | Synthetic transaction monitoring |

Benefits

Improved revenue assurance
- **90%** reduction in time required to recover from IT outage
- **40%** issues proactively identified and eliminated

Improved compliance
- **5500+** pre-built compliance controls
- **Automated** patching, provisioning and access management.
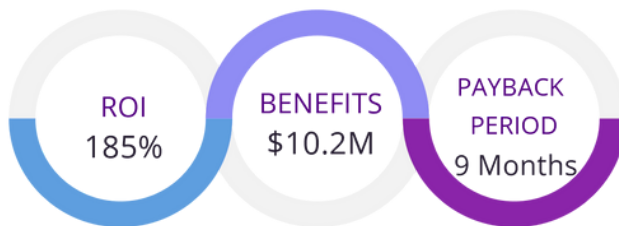
Reduced IT costs
- 60% reduction in manual efforts for managing IT operations
- Optimized cloud costs

Improved user experience
- Reduced downtime and better performance of applications
- 90% reduction in time required to process user requests

Three-year impact, as applied to the composite organization

ROI
185%

BENEFITS
$10.2M

PAYBACK PERIOD
9 Months

An unbiased and independent study by Forrester Consulting, commissioned by Digitate

Customer Stories

An American life science and healthcare company

Digital transformation for critical business functions with AI and Automation, eliminating **1000+** operational tasks across infra, batch and ERP; proactive notifications for **250+** failure points, leading to **25%** reduction in supply chain related incidents, eliminating **~15 Hrs** of downtime for billing processes, and preventing **1 Mn USD** revenue loss

One of the largest Canadian banks

3.6B+ transactions monitored annually to spot missing transactions, increasing resiliency and availability of critical retail banking applications (like Fraud detection engine) with **98%** improvement in MTTD/MTTR for file-feed issues

A leading Australian retailer

75% manual efforts saved per month for patching, with automated patching and post and pre-patching checks to improve overall compliance

A leading European utility company

Reduced IT issues affecting meter reading, billing and payment processes, with **~3 hours** of early warning for any business SLA failure, **84%** automation of service requests, leading to **4.2 Mn** Euros revenue realization

About Digitate

Digitate is a leading software provider bringing agility, assurance, and resiliency to IT and business operations. 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 predict, resolve, and prevent 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 and follow Digitate on X.com 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 knowledgeable 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