

# Business Health Monitoring

Observable, predictable and resilient business operations

Business operations today rely on a diverse mix of applications—ERP systems, data warehouses, financial platforms, and customer-facing portals, running across hybrid multi-cloud environments. For operations teams aligned to business units, ensuring the availability, performance, and data accuracy of these applications is a high-stakes challenge. To be effective, teams need observability and insights across the complex mesh of SaaS, PaaS and on-prem applications and their related infrastructure components.

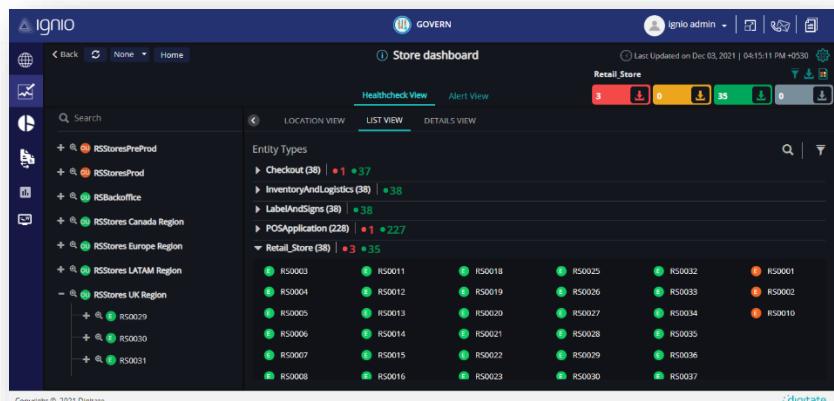
## Common Challenges

- Inability to link business health and performance KPIs with and IT performance
- Inability to predict outages and performance issues in business-critical apps due to associated infra issues
- Lack of visibility into transaction flows across SaaS-PaaS-IaaS and on-Prem applications
- Inability to locate the point of failure and data inaccuracies in complex process flows
- Difficulty in predicting delayed or missing transactions
- Reactive resolutions of IT issues impacting business continuity

## Our Solution

Business Health Monitoring, a unique capability of ignio™ Agentic AI platform, helps ensure business continuity with **vertical and horizontal observability** that links key business functions and processes with associated IT layers.

With Business Health Monitoring, enterprises get comprehensive insights into abnormal behaviour of business KPIs, process flows and their underlying IT infrastructure. Further, ignio leverages agentic architecture to autonomously correlate and predict potential damage to business operations, and helps to fast-track resolutions, all on the same platform.



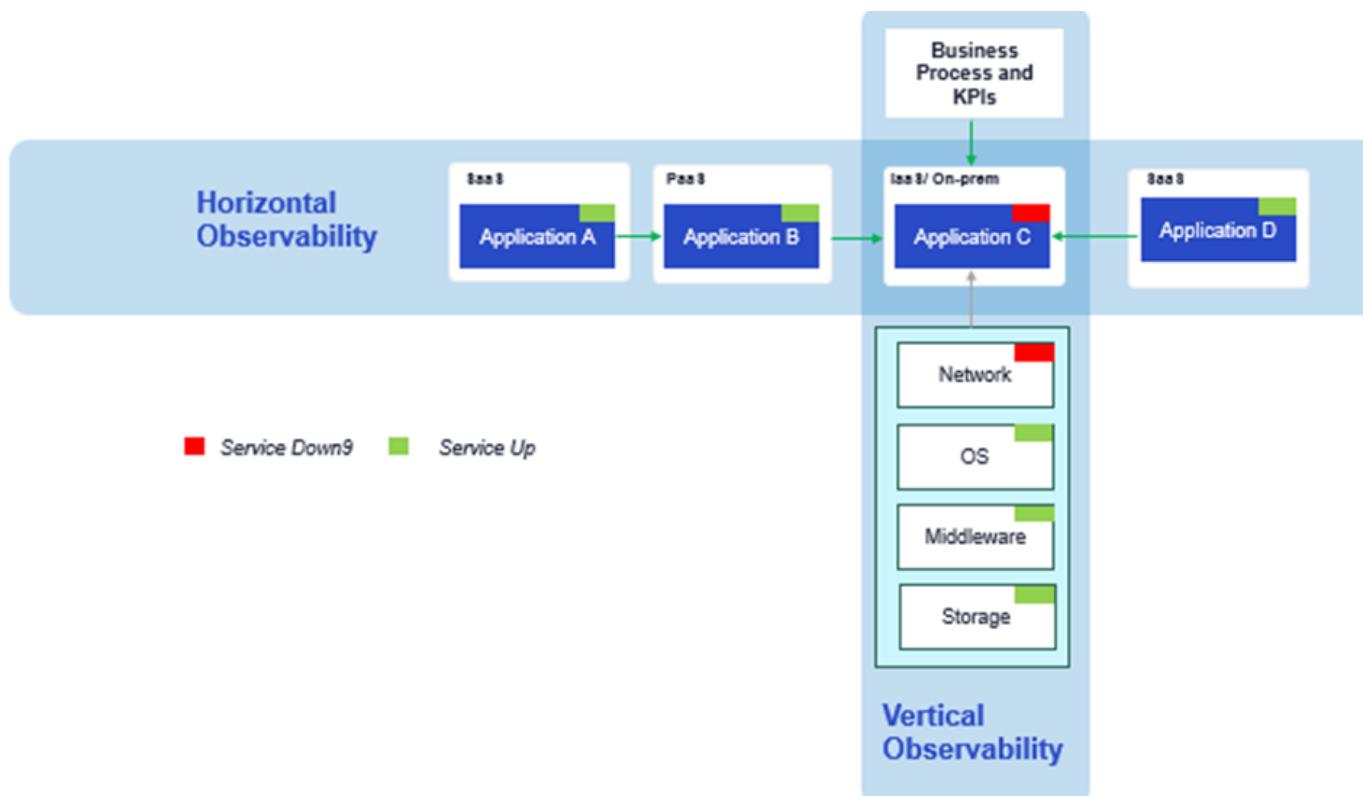
## Capability Highlights

Business Health Monitoring provides **Unified Observability** to observe the health and fitness of business operations, with conjoint business-IT dashboards to detect, diagnose, and remediate issues.

It provides **flexible business modeling** with out-of-the-box capabilities to model company-specific blueprints of IT and business entities that define how business and IT operations are related, dependent, and impacted by each other, as well as capture IT and business process flows spanning across applications and middleware.

By leveraging agentic capabilities, it can detect any **behavioral anomalies** that threaten IT and business functions or processes, take autonomous actions to conduct hierarchical **health-checks** to assess operational health, monitor multi-hop **transaction lifecycles** for delays and failures, and understand data-related issues complex process flows.

It captures the aggregated information from health checks, alerts and anomalous metrics data from third party monitoring tools on one platform, offering enterprises can get a clear linkage between IT and business health, helping them visualize geographically distributed business operations across physical and digital processes. It helps reduce manual efforts in triaging business issues and their likely IT root causes, as well as spotting emerging IT issues with a likely impact on business.





## Key Components

- **Business Functions Monitoring** - Observe health and performance of key business functions and associated applications, middleware, infra, and devices on conjoint dashboards, aggregating information from monitoring tools and automated health checks
- **Business Transaction Monitoring** - Observe the health and performance of key business processes, their underlying transaction-hierarchies flowing through various systems, and detect data inconsistencies and process anomalies like stuck, long running, missing and failed transactions.
- **AI-driven KPI insights** - Derive KPI from feed data, track business and IT KPIs with respect to past trends to spot anomalies, forecast future trends based on influencers, and get insights to compare and group KPIs based on behavioural trends
- **Closed-loop automation** - Trigger notifications and enable self-healing for IT issues causing business disruption, wherever possible, with or without human intervention



## Key Benefits

Horizontal & vertical observability across business and IT layers	Improved response time of IT teams supporting business operations	Predictive analysis of issues impacting IT and business KPIs	Interactive dashboards of business operations and KPIs
~50% reduction in Mean-Time-To-Detect with proactive hierarchical health checks		~60% reduction in Mean-Time-To-Triage with automated triaging of IT events	
~40% reduction in overall operational efforts of IT teams		~50% reduction in Mean-Time-To-Resolve with automated resolutions of common IT issues	

Digitate is a leading software provider bringing agility, assurance, and resiliency to IT and business operations. ignio™, an award-winning AIOps software, reimagines enterprise IT and business landscape with its unique and innovative closed-loop approach that combines context, insights, and intelligent automation to autonomously resolve and prevent issues. ignio's customers span across industry verticals and include large, global enterprises that are leaders and innovators in their respective industries. Digitate is headquartered in Santa Clara, California, USA and Pune, India.

For more information, reach out to us at [contact@digitate.com](mailto:contact@digitate.com) or visit [www.digitate.com](http://www.digitate.com).