digitate

ignio
Workload Management

| Real-time observability of enterprise workloads
| Central platform for workload operations
| Business-level view of batch jobs
| Intelligent alert management
| Automated triaging and resolutions
| AI agent for prediction of SLA misses
| Intelligent process optimization of workloads
| AI - insights for batch planning and optimization

ignio™ AI.Workload Management

ignio™ AI.Workload Management is aSaaS-basedproduct that leverages Agentic AI capabilities to ensure proactive workload operations. It leverages autonomous agents that provides unified observability for IT and business teams, connects batch jobs to business processes, as well as infrastructure, and leverages AI to ensure SLA compliance, reduce manual effort, prevent outages, and support scalable growth. With ignio, enterprises can deliver predictable, agile, and silent batch operations.

Customer challenges

Low visibility between IT and business

Inherently reactive operations

Inability to predict

Lack of intelligence

Why ignio

- **Central platform for workload management**
  Single source of truth for all batch jobs across schedulers, covering the enterprise infrastructure, cloud and SAP jobs

- **Business-level observability**
  Simplified business-specific views of batch progress, connecting batch jobs, business SLAs and the underlying infrastructure

- **Accurate AI-based analytics**
  Early predictions for batch failures and SLA misses, with detailed root-cause analysis recommended fixes

- **Closed-loop resolutions**
  Self-heal capabilities for infra-level issues as well as automated error-code based fixes

Product capabilities

		BEFORE EXECUTION	DURING EXCECUTION	AFTER EXECUTION
LOB and Architects		Change Planning / Peak demand and Period-end planning	SLA prediction	Real-time reports (progress, prediction, correction) / Optimization suggestions (reduce infra usage, reduce batch duration)
BatchOps, Command Centre Team		Batch Operations Management	Alert noise reduction / Event triaging, RCA / Self-heal, suggested fixes	
AppOps		Batch Planning	Batch progress monitoring / SLA prediction / Anomaly detection	Analytics for continuous improvement

Use cases

Get business-level view of workloads	Monitor progress of batch jobs, files, and IT processes	Triage and resolve workload issues	Predict failures and SLA misses	Ensure SLA compliance

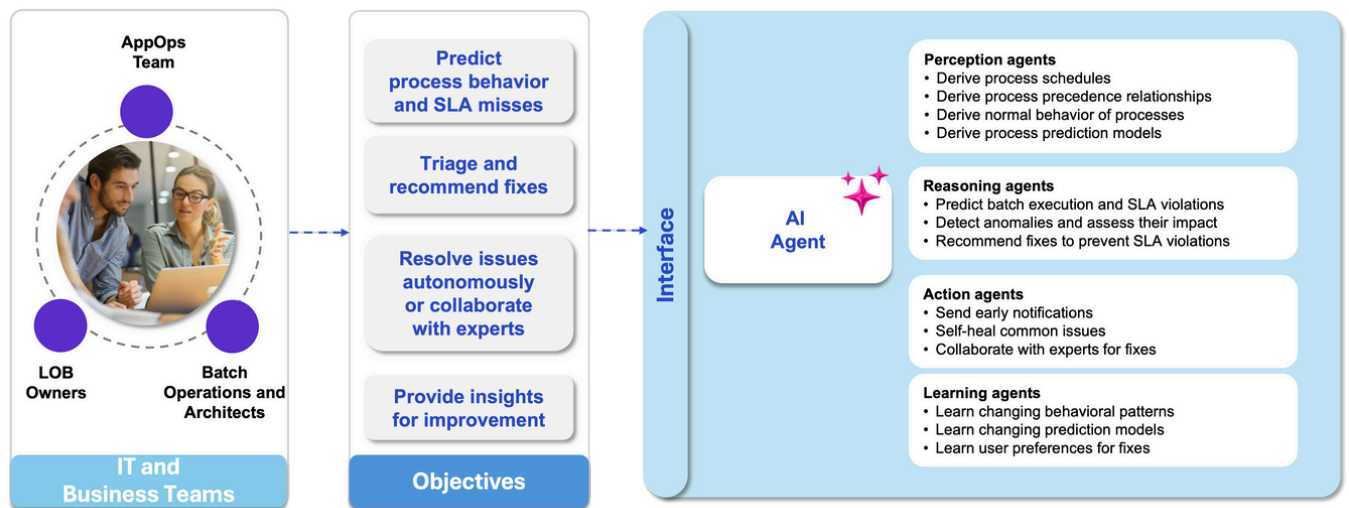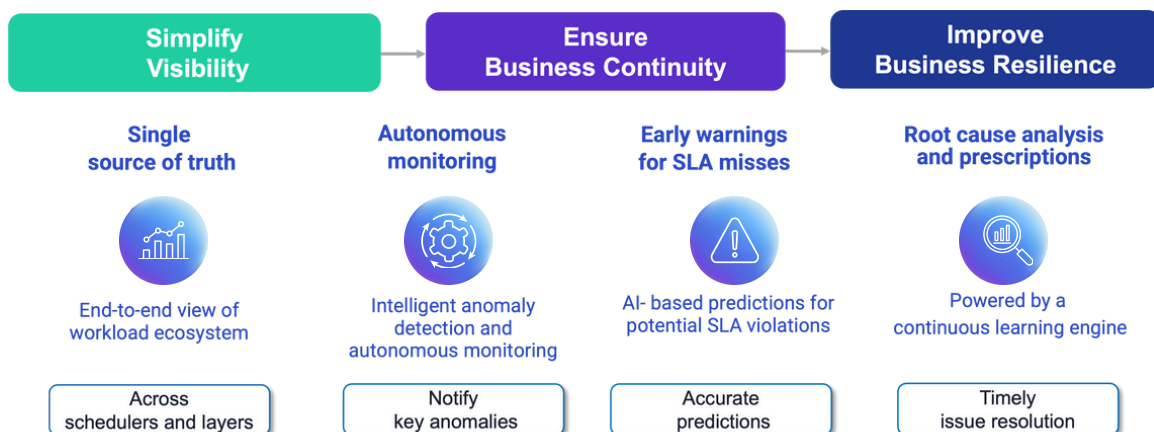| Plan for maintenance windows, outages	Plan for period-end and peak demands	Optimize resources for workload processes	Manage workload operations on central platform

AI Agent for Business SLA Predictions

Modern digital-first business operations rely on timely and accurate completion of thousands of batch jobs, running daily to perform a variety of background tasks. But the dynamic nature and scale of operations makes delays and SLA violations inevitable. Operations teams often lack the visibility into the complex inter-dependencies across batch jobs from different schedulers and are unable to track the impact of a delay on business SLAs.

ignio AI Agent for Business SLA Predictions leverages agentic capabilities to proactively detect deviations from normal behaviour, predict downstream SLA violations ahead of time and provides recommendations to mitigate the issue.

IT and Business Teams

AppOps Team · LOB Owners · Batch Operations and Architects

Objectives
- Predict process behavior and SLA misses
- Triage and recommend fixes
- Resolve issues autonomously or collaborate with experts
- Provide insights for improvement

Interface

AI Agent

Perception agents
- Derive process schedules
- Derive process precedence relationships
- Derive normal behavior of processes
- Derive process prediction models

Reasoning agents
- Predict batch execution and SLA violations
- Detect anomalies and assess their impact
- Recommend fixes to prevent SLA violations

Action agents
- Send early notifications
- Self-heal common issues
- Collaborate with experts for fixes

Learning agents
- Learn changing behavioral patterns
- Learn changing prediction models
- Learn user preferences for fixes

Transform workload operations with ignio

ignio provides a layer of intelligence for optimized workload management, with autonomous agents enabling better observability and proactive operations

Simplify Visibility	Ensure Business Continuity		Improve Business Resilience
Single source of truth	**Autonomous monitoring**	**Early warnings for SLA misses**	**Root cause analysis and prescriptions**
End-to-end view of workload ecosystem	Intelligent anomaly detection and autonomous monitoring	AI- based predictions for potential SLA violations	Powered by a continuous learning engine
Across schedulers and layers	Notify key anomalies	Accurate predictions	Timely issue resolution

ignio™ AI. Workload Management

Benefits

Enable proactive workload operations

Optimize batch alerts
Reduce time and effort in batch admin tasks and cut alert noise by suppressing, aggregating, and prioritizing alerts. Leverage Agentic AI to identify dynamic thresholds and patterns to ensure no true alert is missed

Improve business resilience
Spotanomalies, predictfailuresbefore they impact business, and resolve issues faster with root-cause analysis, health checks and corrective actions

Predict & prevent SLA violations
Linkbatch operationswithbusiness SLA and leverage AI to get early warning of possible SLA misses, along with recommended fixes

Enable continuous improvements
Get intelligence to optimize hardware utilization, reduce batch duration, spot batch processes that needs improvement and be ready for changes and peak demands with what-if analysis capabilities

Case study
Resilient operations with proactive automation
for a US Health Insurance Organization

8000+
batch admin tasks auto-resolved by ignio every month with no manual intervention

80%
Reduction in the processing time of batch admin request

Case study
Enablingpredictive SLA management
at an Australian supermarket chain

90% reduction in time
taken to calculate SLAs

3-4Hrs
Look ahead for any predicted SLA misses

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

100+
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