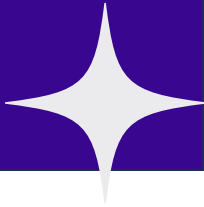




ignio™ Business Transaction Monitoring

See the business, not just the servers.



Your business runs on transactions — orders released, payments processed, files delivered. When one stalls, the business feels it long before IT can explain it. ignio Business Transaction Monitoring (BTM) closes that gap. It models any business process flow, tracks transactions hop by hop across every application they touch, and compares what it learns against what it observes — flagging failed, stuck, missed and long-running transactions as they happen. By linking business KPIs to the IT stack behind them, BTM shows not just that something broke, but what it cost the business and why. One loop: observe, analyze, resolve, improve.

The cost of sudden process disruptions

DIRECT IMPACT

\$5,600
per minute

Average cost of IT downtime

2.8x

Higher revenue loss

Faced by reactive monitoring

~11%

Online payments fail

On first attempt, costing lost sales and administration

INDIRECT IMPACT

Delayed Operations

**Customer
Churn**

**Regulation/ Compliance
Violation**

Critical Challenges Organizations Face

01 Data Volume Explosion

Millions of events/sec from microservices and distributed systems overwhelm existing monitoring tools.

02 Siloed Observability Tools

Fragmented toolsets across IT, DevOps, and Business with no unified view creates blind spots.

03 Alert Fatigue

90% of alerts are noise. Teams miss critical signals buried under thousands of low-priority notifications.

04 No Business Context

APM tools report on CPU and latency but cannot answer: 'Is this affecting revenue or customer orders?'

05 Legacy System Integration

Monitoring modern cloud-native apps alongside mainframes and on-prem creates coverage gaps.

06 Reactive vs. Predictive

Most organizations detect problems after customers are already impacted — minutes too late.

Product capabilities



Business Process Modeling

Model any end-to-end business process flow and track transactions as they move across applications, with low-touch configuration and reusable templates.



Contextual IT Mapping

Map the influencing applications, middleware and infrastructure behind every process step, so each hop carries the IT context needed for diagnosis



Real-time Flow Monitoring

Monitor transaction data flow and process health in near real time, using pull, push and streaming adapters across connected systems



Business and IT KPI Dashboard

Link process health to IT health through self-service performance dashboards, and view historical trends to trace flows and spot recurring patterns



Anomaly detection

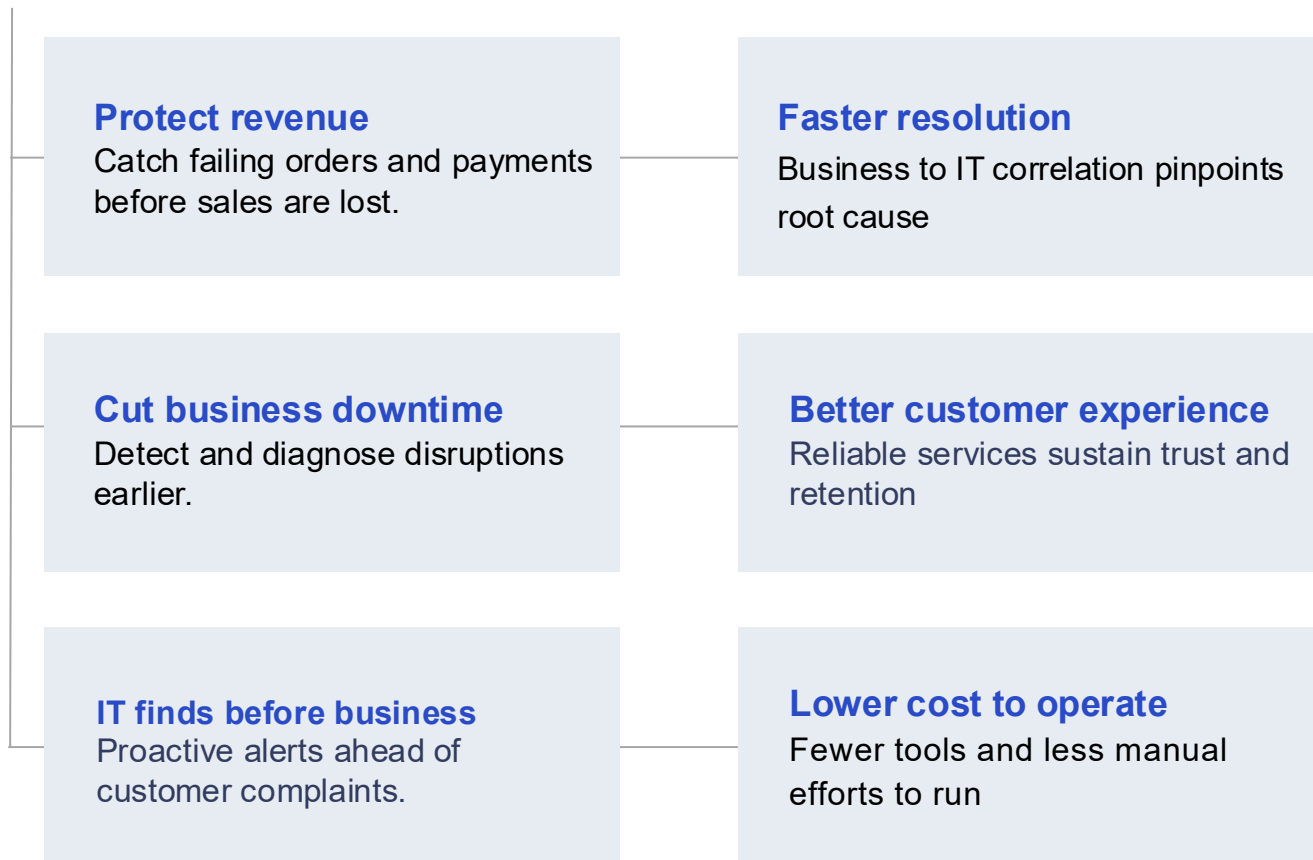
Auto_DETECT flow and data anomalies — missing, stuck or long-running transactions — with configurable rules and dynamic thresholds that cut alert noise.



Triage and resolution

Trace transactions, perform root-cause analysis across process steps and the linked IT stack, create tickets automatically and apply the fix

Benefits



Why ignio



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](#).

100%

patents in AI/ML and automation

250+

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.



Leader
G2 Enterprise
AIOps Platform
– Summer 2026



Leader
G2 EMEA
Regional Grid®
for AIOps
Platform –
Summer 2026



Winner
TMC Cloud
Computing
Product of the
Year
2024 & 2025



Cloud AI Awards
Most Advanced
Cloud Environment
Finalist



Winner
Tech & AI Awards by
Technology Magazine
Enterprise IT Awards



Gold Winner
Merit Awards –
Enterprise
Technology



**SIIA CODiE
Awards**
Business
Technology
Finalist



**Best Cloud
Automation
Solution
Shortlist**