digitate

ignio™ Digital Workspace

Autonomous digital workspace intelligence and resolution

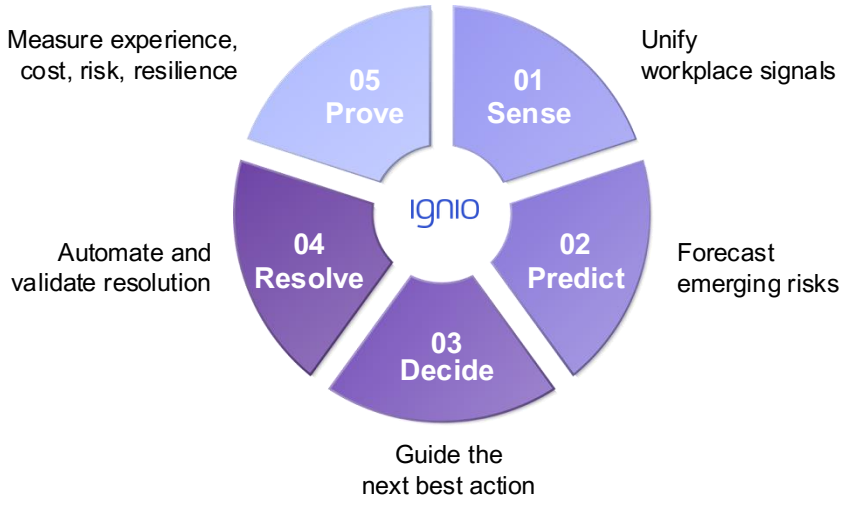
A cutting-edge Digital Experience (DEX) solution that offers comprehensive endpoint security and compliance visibility, AI-driven IT cost optimization, and intelligent automation for proactive resolution for IT issues.

Predict. Prevent. Resolve. Assure.

Employee productivity now depends on the quality of every digital interaction - from application stability and network experience to endpoint performance, compliance posture, and the speed of IT response. ignio AI.Digital Workspace helps enterprises manage digital workplace experience as a measurable business outcome, using decision intelligence and automation to detect, decide, and resolve before users are impacted.

Assure productivity before business impact

An autonomous digital workspace intelligence and resolution platform that helps IT assure employee productivity, digital experience, compliance, and workplace cost efficiency before business impact occurs.



Find your top digital workplace value leaks

Identify where we can reduce disruption, improve employee experience, strengthen compliance, and optimize workplace cost through a more proactive and outcome-led digital workplace approach.

Turn workplace signals into employee experience outcomes

Modern workplace operations cannot be measured only by whether devices are online or tickets are closed. Enterprises need to understand where employees experience friction, which issues are likely to disrupt productivity, and which actions can prevent repeat incidents before they reach the service desk.

ignio AI.Digital Workspace connects endpoint telemetry, application and network context, asset journey, ITSM workflows, and AI-led assistance into one experience-led operating model. The result is a more proactive way to manage productivity, service efficiency, compliance, resilience, and workplace cost.



Improve decision speed

AI-powered assistance, preferential dashboards, and guided insights help teams access the right information faster and act with more confidence.



Reduce digital friction

Predictive intelligence helps identify slowdowns, instability, network fluctuations, boot issues, and emerging anomalies before they impact users.



Eliminate repeat tickets

Resolution Assist, automated ITSM workflows, self-heal actions, and closed-loop resolution help move teams from resolving tickets faster to preventing them altogether.



Strengthen compliance confidence

Perform comprehensive compliance management for regulatory adherence, GxP OS hardening, customizable monitoring, software non-compliance, posture gaps, mandatory software, unauthorized applications, policies, and service health.



Optimize workplace cost

Unused Licensed Software Insights, warranty intelligence, inventory accuracy, TimeIQ, and refresh planning help uncover cost savings hidden inside workplace telemetry.



Make experience measurable

Experience scoring, sentiment signals, and persona-based insights help IT understand the quality of employee technology experience and prioritize the issues that matter most.

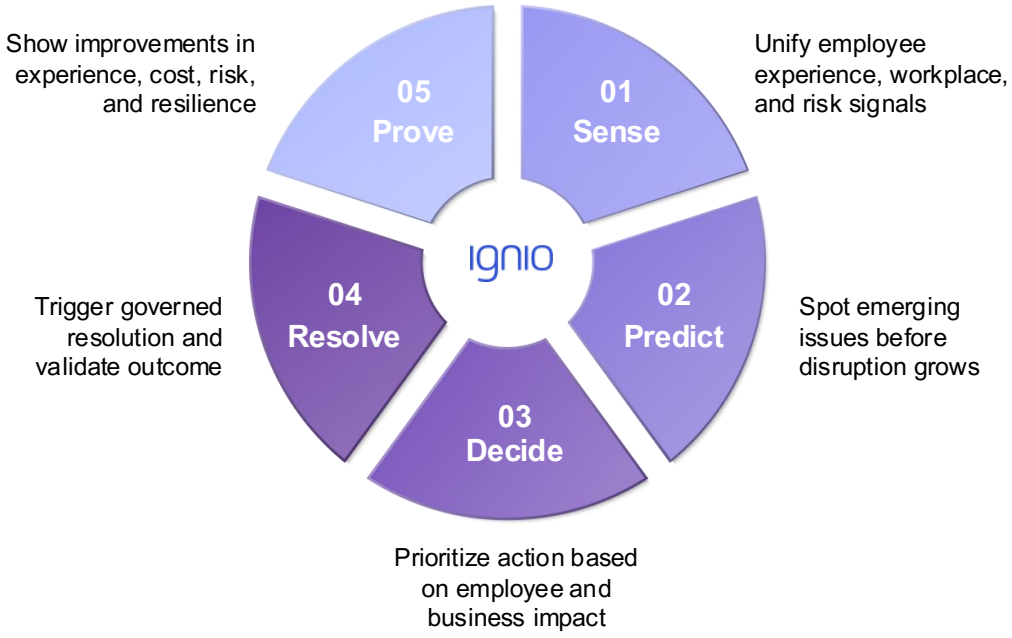
From experience signal to business value

Every capability is designed to support one or more business outcomes: employee productivity, experience quality, digital friction reduction, risk and resilience improvement, or cost governance.

Decision intelligence, not just analytics

Most workplace tools tell IT what happened. ignio helps IT understand what matters, what is likely to happen next, and what action can prevent employee impact.

Instead of adding another disconnected dashboard, ignio connects workplace signals, AI-led insight, and governed action into a closed-loop operating model that helps IT move from reactive support to proactive experience assurance.



Resolution assist in action

Resolution assist helps teams quickly understand likely root causes and receive fix suggestions, accelerating movement from symptom to action without making the user navigate multiple views.

Closed-loop resolution

ignio connects detection, action, validation, and closure so IT can reduce manual effort, prevent repeat issues, and show measurable operational value.

Outcomes that make digital workplace value measurable

ignio AI.Digital Workspace helps enterprises manage employee technology experience as a measurable, optimizable business outcome. The value extends from productivity assurance and digital friction reduction to incident prevention, support efficiency, compliance governance, and cost optimization.

>85%
DEX health score target

15-25%
ticket reduction range

>75%
self-heal success target

>95%
patch / security posture target



Compliance readiness

100% devices compliant from Day 1 and 400+ man-hours saved in a regulated enterprise environment, supporting GxP compliance and OS hardening needs.



Endpoint health at scale

15K rollout across 5 countries, 8% ticket reduction, 95 devices identified for battery replacement, and 150+ anomalies auto-remediated.



AV compliance improvement

50% reduction in AV-related tickets, 100% alerts on non-compliant devices, and 100% devices compliant from Day 1.



Productivity protection

100 devices averted from disk space issues and 6K minutes saved per month through automated disk cleanup.



Service desk productivity

95% healthy device assurance, 20–30% faster MTTR, and 3,000+ service desk hours saved annually.



Inventory visibility

100% device inventory information synced with CMDB and improved efficiency in insights reporting.

Find your top three digital workplace value leaks

Run a focused Digital Workspace Assurance workshop to identify where predictive intelligence, Resolution assist, ITSM automation, and closed-loop resolution can reduce disruption, improve employee experience, strengthen compliance, and optimize cost.

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

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