digitate

ignio ™ AI.Workload Management

Never miss a critical batch — with agentic AI

Hummingbird Release 8.0 | Multi-scheduler | Agentic AI for workload operations

Part of the ignio™ autonomous-AI platform, AI.Workload Management makes sure no critical batch operation is ever missed. It gives business and IT teams clear visibility into whether any critical batch is at risk, correlates which batches will impact future runs and which infrastructure is causing the problem, and uses AI agents to resolve issues faster — so teams fix the cause, not the symptom.

The batch operations problem

Batch jobs are the silent engine of the business. Finance teams rely on them to close the books and settle transactions, and retailers depend on overnight runs for the price updates that decide whether stores open on time. When a critical batch overshoots, it is not an IT ticket — it is a lost customer, a missed report, a compliance risk. Yet scale and volatility make delays and SLA violations inevitable, and teams often lack visibility into complex inter-dependencies across schedulers. Stronger SLA compliance needs operations framed around what matters most: business outcomes.

Eight gaps keep batch operations reactive:

BUSINESS TEAMS

Revenue losses & delays
Delays in key batch processes stall the business.

Business–IT disconnect
Hard to see the business impact of batch delays.

Seasonal peaks & spikes
No way to plan for volatility and dynamic demand.

Lack of visibility
Blind to batch progress for key business functions.

IT TEAMS

Reactive operations
No look-ahead for batch outages or delays.

Dependence on infra & files
Batches fail or slip on file and infra issues.

Dynamic operations
Batch durations grow or spread unevenly.

Too many manual tasks
Constant interventions between batch processes.

Our approach: one platform for every workload team

Our vision: a single source of truth for every batch job — across schedulers, infrastructure, cloud and SAP — read the same way by business and IT.

AppOps

See batches the way the business does — and know early when an SLA is at risk.

Batch planning & SLA prediction — early warning of failures and SLA misses, with recommended fixes

Batch progress monitoring — track batch jobs, files and IT processes in one view

Anomaly detection — spot failures, long runs and late starts before they hit the business

Analytics for improvement — optimize utilization and reduce batch duration

BatchOps / Command Centre

Cut the noise and move from detection to resolution — automatically.

Batch operations management — manage workload operations on one central platform

Alert-noise reduction — suppress, aggregate and prioritize alerts so no true alert is missed

Event triaging & RCA — root-cause analysis across jobs and the underlying infrastructure

Self-heal & suggested fixes — closed-loop fixes for infra-level and error-code based issues

LOB & Architects

Plan for growth, change and peaks with confidence.

Change planning — what-if analysis shows what a change will avoid or introduce

Peak & period-end planning — prepare for volatility, maintenance windows and outages

Real-time reports — business-level dashboards each team can read on day one

Optimization suggestions — optimize resources across workload processes

An agentic approach: AI Agent for Business SLA Prediction

Perception, reasoning, action and learning agents work together to proactively detect deviations from normal behaviour, predict downstream SLA violations ahead of time and recommend fixes to mitigate the issue.

Perception

Derive schedules, precedence, normal behaviour and prediction models.

Reasoning

Predict execution and SLA violations; detect anomalies and assess impact.

Action

Send early notifications, self-heal common issues and collaborate on fixes.

Learning

Learn changing patterns, models and user preferences for fixes.

Transform workload operations with ignio: a layer of intelligence with autonomous agents enabling better observability and proactive operations — from early warning to self-healing fix.

What's new in 8.0

Hummingbird Release — headline capabilities

NEW

Job–Infra Health View

Connects job anomalies with the relevant infrastructure evidence to accelerate investigation across the vertical stack — cutting MTTD and MTTR from a single pane of investigation.

NEW

Future-batch anomaly prediction & what-if

Beyond SLAs, WLM predicts delays, long runs and failures — including under what-if change scenarios — with BU → BP → job navigation in a Gantt view.

NEW

Recommended batch milestones

Uses historical behaviour and dependencies to set data-driven checkpoints, so long-running batches are monitored proactively even where no SLA baselines exist.

NEW

Workload Manager enhancements

Job–Infra alert management, richer what-if reports, one/two-click notifications, usage telemetry, what-if audit trails and Process Watch UX upgrades.

Why enterprises choose ignio

Full-stack visibility

No blind spots across schedulers, jobs and infra. Out-of-the-box support for AutoSys, Control-M, TWS, UC4 and more.

Agentic AI: prediction to resolution

Goes beyond prediction to diagnosis and prescription, with explainable AI and what-if change planning.

Aligned to business outcomes

Business SLAs mapped to the workloads that carry them, with one shared view for business and IT.

Value in weeks, not quarters

Live on existing schedulers in weeks; dashboards each team can read on day one; no specialists needed.

Key use cases

Hummingbird 8.0 additions flagged NEW

- Business-level view of workloads & SLA compliance
- Monitor progress of batch jobs, files and IT processes
- NEW **Correlate job anomalies with infrastructure**
- Triage & resolve issues with RCA and recommended fixes
- Predict failures and SLA misses ahead of time
- NEW **Predict anomalies for future batches with what-if analysis**
- NEW **Establish data-driven milestones for long-running batches**
- Plan for maintenance windows, period-end and peak demands
- Optimize resources & manage operations on a central platform

Key benefits

Proactive workload operations. Detect failures, long runs and late starts; reduce alert noise; get RCA and recommended fixes.

SLA violations predicted and prevented. Batch operations linked to business SLAs, with early warning of possible misses and recommended fixes.

Stronger business resilience. Spot anomalies and predict failures before they impact the business, and resolve faster with health checks.

Continuous improvement. Optimize utilization, reduce batch duration and prepare for peaks with what-if analysis.

Proven in production

US health insurance organization
Resilient operations with proactive automation

8,000+
batch admin tasks auto-resolved a month, no manual intervention

80%
reduction in processing time of batch admin requests

2 months
to implementation, go-live and production

Australian retailer
Predictive SLA management

90%
accuracy in predicting batch job failures

90%
reduction in SLA calculation and BCP effort

3–4 hrs
saved in SLA calculations per failed or delayed job

UK financial institution
Planning for growth & change

750+
delays / SLA violations predicted ahead of time

Weeks → hours
reduction in time to plan for growth and change

64K+
batch jobs blueprinted across 540 apps and schedulers

Overall business value — typical impact ranges*

30–40%
less batch monitoring effort

25–30%
fewer batch alerts

70%
less L1/L2 resolution effort

50%
fewer SLA breaches

50%
fewer change-induced outages

**Approximate representation for a medium-size batch estate, based on Digitate's experience with customers.*

Ready to make every critical batch predictable?

Talk to us about your batch estate. Write to contact@digitate.com or visit www.digitate.com.

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, visit us at www.digitate.com and follow Digitate on X.com and LinkedIn.

100+

patents in AI/ML and automation

260+

clients, mostly in the Global 2,000

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.

Predict. Prevent. Perform. ignio™ AI.Workload Management turns complex batch operations into predictable, business-aligned outcomes — so IT protects revenue, not just uptime.

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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