

Agentic AI for the Autonomous IT

Reimagine enterprise IT operations with purpose-built AI Agents

Accelerate the journey towards Autonomous IT with Agentic AI

Modern enterprises run on IT that never sleeps — yet the ground beneath it keeps shifting. As digital estates sprawl across hybrid and multi-cloud environments, complexity and data volumes outpace every team, while a relentless tide of alerts and dashboards overwhelms the very people meant to stay in control.

For most of the past decade, enterprise AI stayed politely reactive — it waited for a prompt, offered a suggestion, and stopped there. That eased the load but never changed the equation: humans still carried every decision. To truly keep pace, IT must move from assisted to autonomous — systems that watch themselves, self-heal, and optimize with minimal human dependence.

Large language models (LLMs) promise to accelerate that shift by making intelligence available as a service. But raw intelligence is not the same as business value. A general-purpose model is like giving a world-class navigator the wheel without a map of your city — brilliant in theory, yet blind to your architecture, your runbooks, and your dependencies. Left alone, it delivers confident answers that are generic, incomplete, or simply wrong.

Closing that gap is exactly what purpose-built AI Agents for IT are designed to do — acting less like a chatbot and more like an experienced teammate. It comes down to four key aspects: domain awareness to ground answers in your IT reality; personalization so an SRE and a CIO each get an answer that fits; architecture that turns intent into safe, governed action; and trust that makes every decision explainable and auditable — the prerequisite for AI adoption at scale. Each of these rests on a deeper AI foundation — from checking the quality of data before analysis to explaining the reasoning behind every recommendation.

Domain awareness

Grounds answers in your IT reality



Personalization

An answer that fits an SRE and a CIO



Architecture

Turns intent into safe, governed action



Trust

Every decision explainable and auditable



ignio, Digitate's Agentic AI platform, delivers it through specialized agents that collaborate to produce accurate outcomes with minimal human intervention — empowering IT to self-govern, prevent issues before they impact business, optimize in real time, and continually learn from every interaction.

Agentic AI platform for autonomous IT operations

ignio™, Digitate's Agentic AI platform, aims to make the autonomous ITOps journey smoother, more efficient, and future ready. Available on SaaS, ignio is built on an agentic architecture, enabling it to combine state-of-the-art capabilities across observability, AI-powered insights, and closed-loop automation to drive autonomous, resilient, and intelligent IT operations.

ignio synthesizes cross-domain data, derives insights and foresights, does reasoning and performs action to enable autonomous and semi-autonomous IT operations. With ignio, enterprises can confidently transition from reactive, manual processes to dynamic, autonomous processes — accelerating innovation while reducing risk.

Observability | AI-powered insights | Closed-loop automation

Key highlights include



Cross-Domain Data Integration

Synthesizes diverse data sources to generate holistic insights and foresights. It automatically assesses data quality, flags gaps, and mines process context from execution logs, so analysis starts on solid ground.



Collaborative AI Agents

Multiple specialized AI agents work in tandem to solve complex problems and drive outcomes.



Autonomous Decision-Making

Enables both autonomous and semi-autonomous actions, reducing reliance on human intervention.



Intelligent Conversational Interface

Provides LLM-powered conversations for persona and context specific insights.



Agentic integrations

Connects seamlessly across the enterprise with built-in MCP servers, and integrates with conversation tools such as Claude, Gemini, and Microsoft Teams. Agents can also run headless, orchestrated behind the scenes, and be accessed through the copilot apps your teams already use.

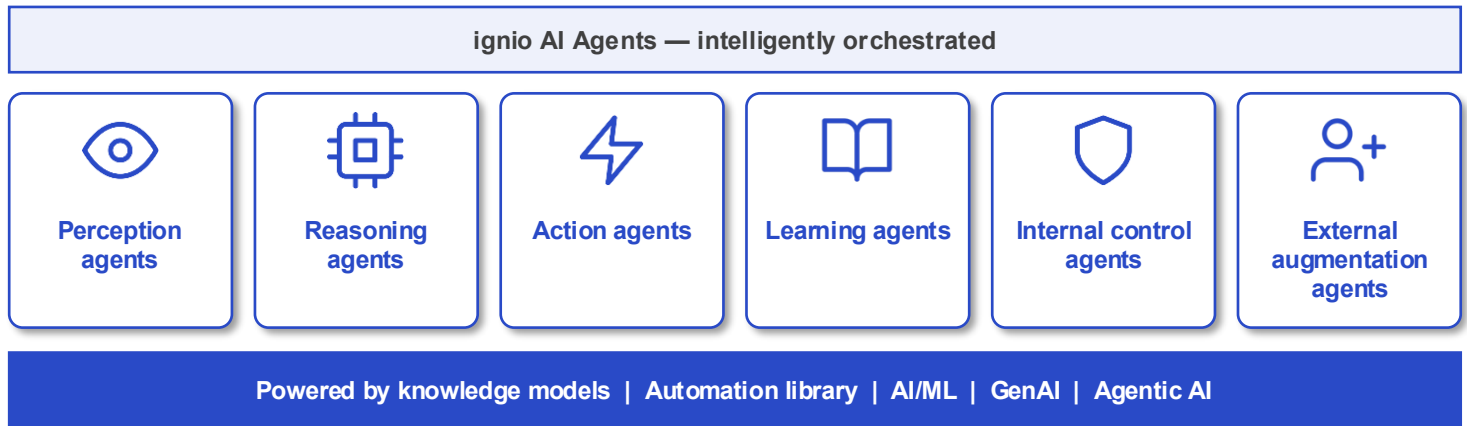


Make-Your-Own-Agent

Empowers teams to build their own agents from ready-to-use templates, democratizing automation across the organization. Currently, we have released templates to build your personalized **insights agents** and **health check agents**.

Driving Autonomous IT with ignio AI Agents

ignio's AI Agents utilize a collection of purpose-built agents to autonomously drive ITOps lifecycles. These agents include Perception agents to interpret context, Reasoning agents to make decisions, Action agents to execute tasks, Learning agents that continuously improve through data interactions, Internal control agents ensuring fairness and trust, and External augmentation agents learning from both data and human input. By intelligently orchestrating these agents, ignio AI Agents can make informed decisions, take autonomous actions, and continuously evolve based on new interactions. Self-tuning, self-learning algorithms pick the right approach for each data set, while responsible AI guardrails keep every outcome safe and reliable.



Powered by knowledge models, an extensive automation library, AI/ML capabilities, GenAI, and Agentic AI, ignio effectively automates complex problem-solving, prediction, diagnosis, optimization and resolution, ensuring efficient operations with minimal human intervention. Specialized algorithms analyze even rare events where data is scarce, so ignio can reason reliably beyond the common cases.

ignio's AI Agents, with their ability to perceive, reason, act, and learn, deliver measurable business value and transform IT operations across the areas listed below.

 AI Agent for IT Event Management	Cut through alert noise, surface actionable signals, and predict issues before they impact business services Built for SRE and ITOps teams, it eliminates alert fatigue by suppressing noise, correlating related alerts, and predicting potential disruptions. It identifies patterns across vast data streams, prioritizes what truly matters, and seamlessly integrates with ITSM systems to enrich incident workflows—empowering teams to shift from reactive firefighting to proactive operations.
 AI Agent for Incident Resolution	Automatically triage, diagnose and self-heal incidents for faster issue resolution It empowers SRE and ITOps teams to manage high volumes of incidents with intelligence and speed. By automating investigation, identifying root causes, and applying validated fixes, it transforms fragmented, manual workflows into autonomous resolution—reducing ticket backlog and minimizing business disruption while continuously learning from past incidents.

**AI Agent for Proactive Problem Management****Provide intelligence for recurring issues by leveraging insights from current analysis to drive proactive solutions**

It empowers SREs to move beyond incident response and tackle the root causes of recurring issues. By identifying hidden patterns, assessing risk, and recommending preventive actions, it helps eliminate systemic failures before they impact operations—driving a shift from reactive fixes to proactive resilience.

**AI Agent for Cloud Cost Optimization****Understand and quantify cloud usage and costs, while optimizing efficiency and savings**

It helps FinOps teams turn cloud spend into strategic value. It provides unified visibility across providers, detects cost anomalies, and recommends intelligent optimizations to control spending without compromising agility—delivering real-time insights, forecasting, and governance.

**AI Agent for Business SLA Predictions****Predict delays in business processes due to batch issues, and provide recommendations to prevent outages and SLA violations**

It empowers Line of Business (LOB) and AppOps teams to proactively ensure timely execution of critical business processes. By forecasting SLA risks, generating early warnings, and recommending preventive actions, it helps avoid disruptions before they occur—ensuring SLAs are met and business continuity is safeguarded. It learns process flows, schedules, and constraints directly from execution logs, grounding every prediction in how batch processes actually run.

**AI Agent for Service Desk****Monitor device health, detect anomalies, and accelerate endpoint issue resolution**

Built for service desk and end-user computing teams, it continuously checks device health and detects anomalies such as blue-screen errors, high boot times, and poor battery health. It automatically creates incidents, converses on device health, properties, and anomalies, and guides resolution by fetching relevant knowledge articles and deriving step-by-step procedures—reducing ticket volume and elevating the digital employee experience.

**AI Agent for IDoc Management****Monitor, reprocess, and resolve IDoc failures to keep business transactions flowing**

Designed for SAP Business Ops, SAP SRE and ITOps teams who handle IDoc failures day-to-day. Agent monitors and reprocesses IDocs while tracking both processed and failed documents in real time. It converses on IDocs and their status, and assists in resolving failures by fetching relevant knowledge articles and deriving resolution procedures—preventing disruptions to critical business transactions.

**AI Agent for Patch Planning****Prioritize, schedule, and optimize patching based on risk, dependencies, and downtime**

Built for IT operations and security teams, it computes a current risk score by weighing vulnerabilities against business impact, then derives a patch baseline from recommended patches and inter-device dependencies. It recommends an optimal patch schedule aligned to available downtime and refines it conversationally using feedback on devices, patches, or downtime—balancing security with business continuity.

Conversational intelligence with ignio AI Assist

As autonomous operations expand, teams also need a simple, trusted way to access insights and initiate action. ignio AI Assist brings this intelligence into natural, role-aware conversations.

ignio AI Assist is the GenAI-powered face of the platform's agentic engine — but it is more than a chatbot. AI Assist acts like a **teammate** that understands context, takes action, and learns from feedback. Powered by Azure OpenAI models and governed by an LLM observability framework that scores accuracy, speed, and reliability, AI Assist turns natural conversation into trustworthy outcomes. Its conversation engine is domain-aware and personalized, while intelligent model routing and built-in guardrails — content-safety checks and protection against hallucinations and jailbreaks — keep every answer safe and reliable.



Resolution Assist your diagnostic partner

It triages logs, pinpoints root cause, and executes fixes conversationally—mapping SOPs to ready-made actions and sharpening every recommendation as it learns from feedback. Every recommendation comes with evidence of its reasoning, so teams can see why a fix was suggested.



Insights Assist your analyst on call

It turns insight into action through dialogue—surfacing the right next step with a ready-to-run link, offering a 360° view of the blueprint, and tailoring responses to each user's role and context. It turns statistical observations into domain-aware insights, and those insights into clear, actionable recommendations.



Document Assist your knowledge navigator

Converse across any set of knowledge articles or the ignio automation catalogue to get the exact answer—e.g., “Is there an action to check the CPU utilization of a RHEL server?”



Navigation Assist your in-product guide

Step-by-step guides and instant search take any user to the right ignio screen in seconds—removing friction from day one.

Together, these conversational capabilities extend agentic intelligence into everyday workflows, making the broader Digitate advantage easier to access and operationalize.

Digitate's Agentic AI advantage

Digitate combines purpose-built intelligence, deep IT expertise, and a composite AI approach to help enterprises adopt agentic operations with confidence. Underneath sits an AI fabric of practical capabilities — data quality assessment, context mining, small-data analysis, explainability, and self-learning algorithms — that makes every agent dependable in real IT environments.



Purpose-built for IT operations

Digitate's AI Agents are specifically designed to optimize and enhance IT operations, ensuring seamless and efficient workflows to meet varied and complex IT operational needs. Each agent reasons with domain awareness to give customized diagnosis and resolution recommendations for your environment.



Backed by years of IT expertise

With deep, real-world IT knowledge, Digitate's AI Agents are built on decades of industry experience, ensuring faster and seamless adoption into IT environments.



Digitate leverages Composite AI

Combining Predictive & Causal AI, Generative AI, and Human-Agentic Collaboration—integrating deterministic, analogical, and assisted reasoning to drive smoother, more efficient, and autonomous IT operations. By blending classical AI with generative AI, ignio pairs the precision of proven models with the flexibility of language-driven reasoning.

Why choose Agentic AI and ignio?

By bringing these capabilities together, ignio helps enterprises move beyond fragmented automation and build more resilient, efficient, and adaptive IT operations.

01

Enable Resilient IT Operations with Agentic AI

Empower IT operations with Agentic AI that continuously monitors, analyzes, and takes autonomous action—anticipating disruptions, reducing operational risk, and ensuring business continuity through intelligent, self-healing systems.

02

Democratize tacit knowledge and improve operational efficacy

Train AI Agents to continuously learn what works for your ecosystem, from dynamic scenarios and from your experts, helping improve efficacy and reduce variance in operations. ignio augments data-driven reasoning with the tacit knowledge, intuition, and experience of your experts.

03

Strike the perfect balance between scale and cost of operations

Be future-ready without exhausting operational budgets—be it for increased complexity of hybrid, cloud-native environments, continuous release cycles, or telemetry deluges due to hyper instrumentation.

04

Build an elite workforce through Human-AI collaboration

Empower your teams by offloading repetitive, high-volume IT tasks to autonomous AI Agents, freeing knowledge workers to focus on innovation and strategy while AI translates real-time insights into actionable recommendations.

Ready to reimagine your IT?

Contact us today to learn more and schedule a demo. 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 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**