digitate

IT Event and Incident Management

Leverage Agentic AI to unlock resilience

Business Challenges

In today's digital-first landscape, enterprises must reevaluate their existing toolsets to meet the complex demands of modern event and incident management. The push for observability has led to hyper-instrumentation and monitoring tool sprawl — producing siloed insights, overwhelming IT teams with redundant and irrelevant alerts, and forcing reliance on manual processes and tacit knowledge that increase the likelihood of missed or delayed responses. Siloed telemetry, incomplete context and manual investigation delay action precisely when business services are at risk — jeopardizing service reliability, revenue streams and brand reputation. The operating model must move beyond reactive triage.

Islands of Observability

- Multiple domain-specific monitoring tools
- Event data from third-party sources cannot be correlated
- High alert noise — fatigue and missed genuine alerts

Limited Insights

- Rule-based thresholds with limited IT blueprint knowledge
- Limited accuracy of root-cause analysis
- High dependency on tacit knowledge and manual triage

Disjointed Resolutions

- Event and incident management on separate platforms
- Limited self-heal capabilities
- No capability for proactive resolution

What the analysts say: 30% of enterprises will automate more than half of their network and IT operations activities by 2026, up from less than 10% in 2023. Digital complexity is outpacing human control, and observability and AIOps must evolve toward agentic, policy-driven architectures. Analysts further expect Agentic AI to autonomously prevent a major outage in 2026, through a mesh of predictive and causal AI with AI-initiated action.

Sources: Gartner, I&O Automation Forecast; IDC, Observability & AIOps Trends 2026; Forrester, Predictions 2026: Technology I&O.

The only long-term and viable solution is adopting Agentic AI based technology that can autonomously govern, reason and resolve issues with minimal manual intervention — reducing noise, accelerating root cause analysis, and ensuring rapid, consistent incident resolution.

Digitate Approach

Digitate provides an autonomous solution to IT Event and Incident Management, powered by the ignio™ Agentic AI platform for noise reduction, precise root-cause analysis and autonomous resolution of incidents. ignio combines patented, tried-and-tested AI/ML models, LLM-based large data analytics, prebuilt automation and AI Agents purpose-built to manage alerts and incidents — delivering AIOps capabilities in a closed loop that detects, predicts, prevents and remediates incidents, ensuring continuous IT availability.

The solution rests on three pillars — a unified view of events and alerts, accurate AI-based triaging, and automation to self-heal issues. That foundation is now extended, not replaced, by log-based triage powered by GenAI, collaborative triage in Microsoft Teams and governed ITSM integration.

Unified view of events and alerts → **Accurate AI-based triaging** → **Automation to self-heal issues**

Extended by: Log-based triage powered by GenAI | Collaborative triage in Microsoft Teams | Governed ITSM integration

Agentic Approach for Modern Command Centre Operations

Modern, distributed systems are far too dynamic and complex to be fully managed by teams alone. ignio provides a single operational foundation — from raw alerts to governed resolution — ingesting alerts and telemetry from third-party monitoring tools across infrastructure, network, cloud and application layers, alongside signals from ITSM, CMDB, asset management and mailboxes. It drives them through full-stack observability, noise reduction, predictions, triaging and resolution, so command centre teams work from one view instead of many. Purpose-built AI Agents reduce complexity, take autonomous actions and surface only the issues that need human attention, supported by an LLM-powered conversational interface that delivers concise, actionable analytics and recommends fixes.

Signals in

- Alerts and telemetry from third-party monitoring tools across infrastructure, network, cloud and application layers
- Signals from ITSM, CMDB, asset management and mailboxes

→

ignio

Agentic AI platform

- **Full-stack observability**
- **Noise reduction**
- **Predictions**
- **Triaging**
- **Resolution**

→

One view for command centre teams

- AI Agents take autonomous actions and surface only issues needing human attention
- LLM-powered conversational interface with concise analytics and recommended fixes

Detect, Predict, Resolve

Detect

- Alert data ingestion from different sources
- Dynamic thresholds for noise suppression
- Real-time dashboards across all technology layers
- Past, current and future alert state of the enterprise

Predict

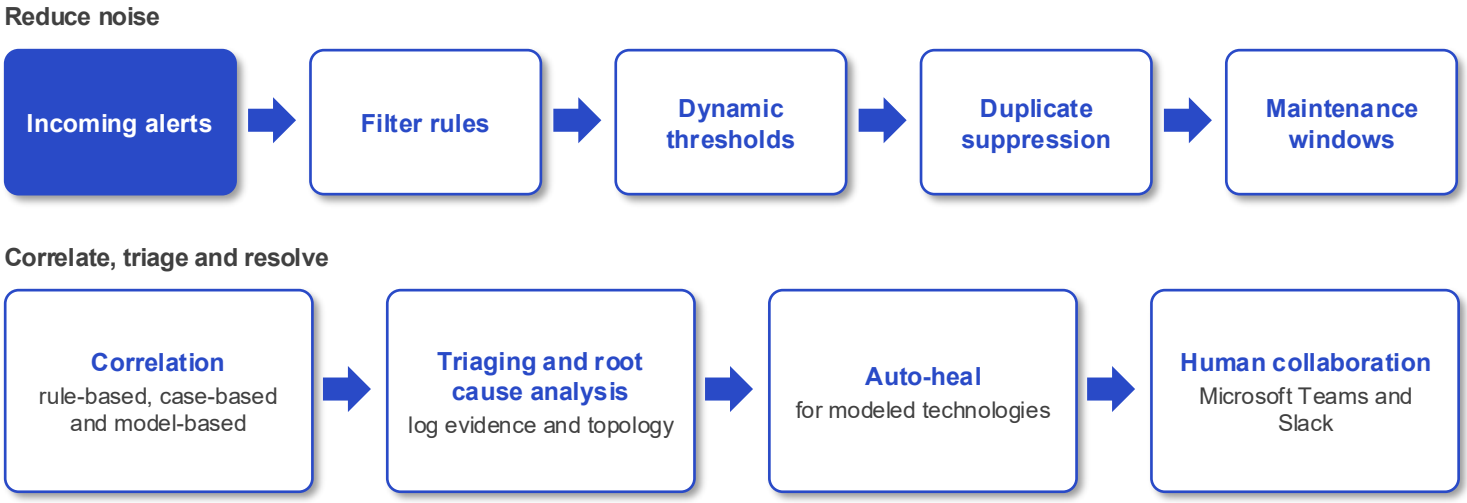
- Governance dashboards for key KPIs: MTTD, MTTR
- Identify risky CIs and recurring alerts
- Predict outages from historical trends and configured rules
- Proactive health-check agent verifies service health

Resolve

- Prioritize and triage, find RCA and self-heal incidents
- Collaborative resolution via Microsoft Teams channels
- Log-based triage powered by GenAI extends root-cause analysis
- Configurable ITSM wait-time and parent–child incidents

The AI-ML backbone

Underneath sits an AI-ML backbone that extracts entities, computes thresholds, detects correlations, profiles normal behavior, mines suppression rules, runs health diagnostics and identifies resolutions. Incoming alerts pass through filter rules, dynamic thresholds, duplicate suppression and maintenance windows, then rule-based, case-based and model-based correlation — before triaging and root cause analysis, auto-heal for modeled technologies, and human collaboration through Microsoft Teams and Slack where expert judgment is needed. The backbone now reasons over log evidence as well as topology, so root cause is established from what the systems actually recorded.



AI Agents at Work

Two purpose-built, autonomous agents work in tandem across the lifecycle. Each is built on the same agentic architecture — perceiving context, reasoning over it, acting on it and learning from the outcome — so behavior is consistent, explainable and governable end to end.

AI Agent for IT Event Management

Isolates signal from alert noise and predicts upcoming events, addressing the overwhelming volume of alerts that makes real issues hard to identify in time. It extracts entities and relationships to derive dynamic thresholds and correlations, identifies false and redundant alerts and assesses their risk, then suppresses noise, aggregates related alerts, prioritizes and registers incidents, and completes the ITSM process with the right annotations — continuously learning changing patterns, not-actioned alert behavior and evolving prediction models.

AI Agent for Incident Resolution

Helps SRE and IT Ops teams manage high volumes of incidents with intelligence and speed across infrastructure, cloud, batch, SAP and end-user devices. It gathers situational context from the enterprise blueprint, runs hierarchical health checks and reads incident data, logs, past resolution notes and knowledge articles; diagnoses through automated RCA, influencer hierarchy and log-based triaging; then triggers out-of-the-box actions to self-heal and recheck health, or escalates to the right resolver group with full RCA detail — learning from user feedback so each resolution is smarter than the last.

Shared across both agents

Both agents converse over the enterprise blueprint and over insights, not just tickets and alerts — so teams can ask why something happened, what changed and what to do next, in plain language. Both support day-in-the-life aligned and user-defined macros and queries, allow teams to make their own agent for insights and health checks, and operate headless through Microsoft Teams and leading AI assistants.

Applied Composite AI

ignio blends three reasoning modes to deliver consistent, explainable value and to gracefully handle the unknown:

Predictive and causal AI

Logical reasoning over the enterprise blueprint, driving closed-loop automation that adapts to change.

Generative AI

Analogical reasoning over documents, tickets, metrics and logs, working even with incomplete data.

Human-agentic collaboration

Assisted reasoning that brings in tacit knowledge and situational context.

Together they deliver faster time to value, low variance in value delivered, and reduced time to handle complex and unknown scenarios.

Key Features

Real-time, unified view of alerts across the enterprise	Integrates with all monitoring tools through out-of-the-box adapters or via REST API, SNMP or email integrations, providing visibility across all technology layers. The event watch screen highlights the past, current and future alert state of the enterprise, while rich dashboards surface KPIs such as MTTD and MTTR and pinpoint risky entities or recurring alerts.
Removes noise and detects actionable alerts	Detects anomalies against dynamic thresholds derived from learned system normal behavior and suppresses false positives, duplicates, irrelevant and in-maintenance alerts. Through contextual awareness and machine learning it correlates and aggregates alerts based on enterprise topology models and temporal patterns.
Predicts future incidents	Mines historical alert data to predict future outages by deriving alert trends and patterns using machine learning and AI algorithms, with the flexibility to configure predictions based on expert tacit knowledge. A proactive health-check agent adds continuous verification of service health.
Enables visual triaging with metric watch	Detects metric anomalies (point-in-time, persistent, multivariate and composite), identifies influencers based on similar patterns, and provides a side-by-side timeseries view of metric trends to assist triaging of complex issues.
Accelerates root cause analysis with log-based triage powered by GenAI	When an incident strikes, ignio automatically reads the relevant logs, pinpoints the likely root cause and drafts the fix, evidencing the exact log lines in a built-in log viewer. Resolution Assist applies fixes on approval and learns from user feedback — adding log evidence to topology-aware root cause analysis.

Key Features (continued)

Closes the loop with automated and assisted healing of incidents	Uses advanced AI abilities and out-of-the-box knowledge libraries to analyze the issue, determine the probable root cause, recommend a fix and resolve the incident autonomously. For issues that need people, ignio opens a dedicated Microsoft Teams channel and notifies an entire resolver group at once — not just individual users — with the AI agent sharing the investigation summary and past fixes in-chat. Slack collaboration continues to be supported.
Enables adaptive noise reduction	Automatically mines suppression patterns from work notes using semantic search and applies association-rule mining to create suppression rules, taking user feedback and showing confidence levels to progressively reduce noise.
Enables on-the-fly self-heal	Provides a guided interface with prescriptive recommendations to improve the scope of auto-resolution of known and repetitive incidents, including creation of custom faults and fixes at runtime within the ignio UI.
Delivers governed, traceable ITSM integration	Correlated alerts create linked parent–child incidents in your ITSM, reopened incidents are visible on the watch screen, and the wait-time before an incident is raised can be tuned by priority, source and other attributes — for cleaner ticketing and fewer redundant tickets.
Detects monitoring blind spots before the business does	If an alert or monitoring integration silently fails and events stop flowing, ignio detects the gap and notifies the team immediately, protecting business SLAs and customer experience.
Conversational operations and guided navigation	Users can converse with ignio in plain language to ask questions and act on insights, get answers from product documentation and knowledge articles, and reach any screen through step-by-step guidance — on a WCAG 2.0 AA accessible interface that accelerates onboarding for new and L1 staff.

Benefits

Achieve noise reduction, actionable insights and autonomous remediation for your IT operations.

20 min	60–90%	70–88%	50–90%
Early Detection of Anomalies Advance notification before anomalies disrupt end-user experience, improving MTTD	**Actionable Insights** Reduction in MTTR with contextual insights and better explainability	**Verified Signals, Reduced Noise** Alert noise reduced using rule-, case- and model-based correlations	**MTTR Improvement** Across collaborative triaging, auto-remediation and enrichment

~2 hrs → ~10 min reduction in log-based incident triage time with GenAI, and lab testing identified opportunities to increase overall alert suppression by 50% within minutes.

Source: Digitate internal benchmarks and lab testing across ignio customer deployments. Individual results vary by environment, data quality and scope of deployment.

Proven in production

52.7%
suppressed as noise

47.3%
converted to ServiceNow incidents

A leading European airline replaced fragmented alert handling with centralized, business-aware event operations, consolidating alerts from AWS CloudWatch and SolarWinds and applying customized noise-elimination policies. The outcome: 52.7% of alerts suppressed as noise and 47.3% converted automatically into actionable ServiceNow incidents, with lower manual intervention and improved response and reporting.

Source: Digitate customer engagement; results as reported by the customer.

Value delivered to your IT operations

- Better event governance with KPI and trend visibility
- Reduced MTTD, MTTT and MTTR
- Improved performance, availability and service resilience
- Ahead-of-time notifications enabling proactive operations
- Lower operating costs and reduced reliance on tacit knowledge
- Agentic approach to scale operations quickly
- Cleaner, governed and auditable ITSM processes
- Accessible, conversational experience for every I&O persona

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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