digitate

ignio™ Observe

Full-stack monitoring of enterprise-grade infrastructure, cloud, and applications with AI-powered intelligence

In modern distributed systems, issues often span multiple IT layers and components, and unfold over time. Legacy, point-in-time monitoring tools which were set up for specific IT components now provide a fragmented view that fails to capture the complexity of such systems. Enterprises need to shift to comprehensive full-stack observability platforms that can gain insight into dynamic system behavior, spot anomalies, and drive higher reliability with reduced downtime.

Business Challenges

- Monitoring tool and data sprawl – providing fragmented visibility and rising cost
- Legacy tools and monitoring gaps affecting observability of dynamic services
- Reactive, point-in-time detection that finds issues only after users are impacted
- Alert fatigue from high volumes of duplicate, uncorrelated events
- Increasing volume of telemetry data affecting time productivity and operational costs
- Lack of intelligent insights into monitoring outputs, and slow manual correlation across silos

The result: high cost of downtime, accelerating tool spend, and a reactive posture that hurts the business.

Digitate Solution

ignio™ Observe provides observability **across various infrastructure layers, networks, cloud components and applications**, leveraging AI capabilities to derive insights from telemetry data.

ignio Observe lays the foundation for **Unified Observability** by utilizing patented AI/ML algorithms to mine distinct **patterns from logs** and identify known anomalies; monitor **metrics across every technology stack** using dynamic thresholds to detect deviations from normal behavior; and apply OpenTelemetry-enabled **distributed tracing** to find long-running calls in micro-service, cloud-native architectures.

Observe is designed to be cost-effective and **outcome-oriented**, enabling seamless detection – triaging – resolution as part of the broader ignio AIOps platform, with the ability to reduce noise and trigger alerts for priority events for IT event and incident management processes.

The solution now also monitors and heals itself, detects silent business failures that produce no error, and can be deployed on-premise for data-residency-restricted estates – so observability stays on, and blind spots stay closed.

ignio Observe's comprehensive dashboards enable holistic observability of the enterprise IT infrastructure, so that IT operations and SRE teams can manage resilience and utilize available resources more efficiently.

Key Features

Observability across every IT layer

Application
Distributed tracing, code-level insight and end-to-end API journeys for modern apps

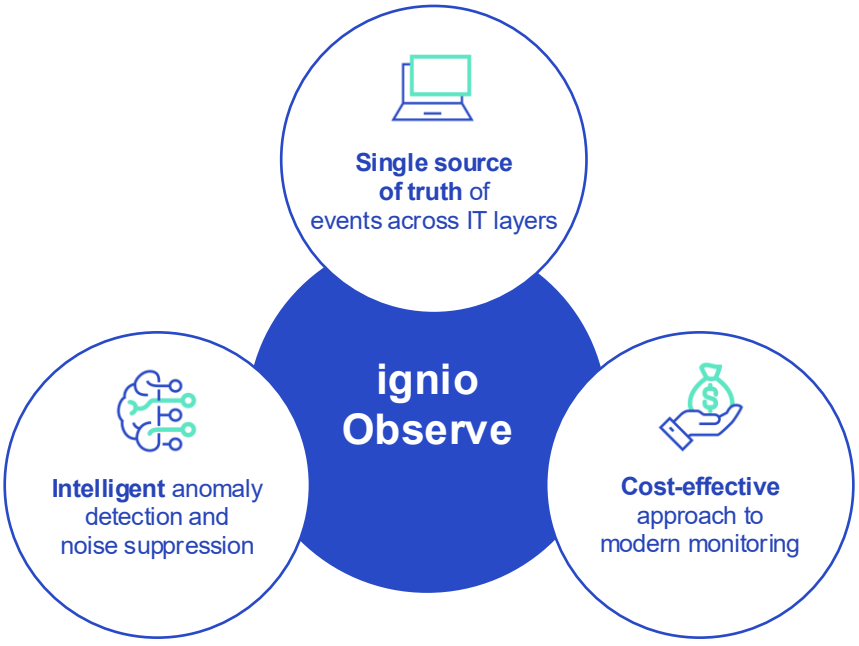
Network
Device and NetFlow performance, availability, performance and traffic monitoring

Database
Health, capacity, query optimization and early fragmentation detection

Cloud
Kubernetes and cloud-platform visibility at container, pod and node level

Infrastructure
Metrics, availability and AI-driven log monitoring across the estate

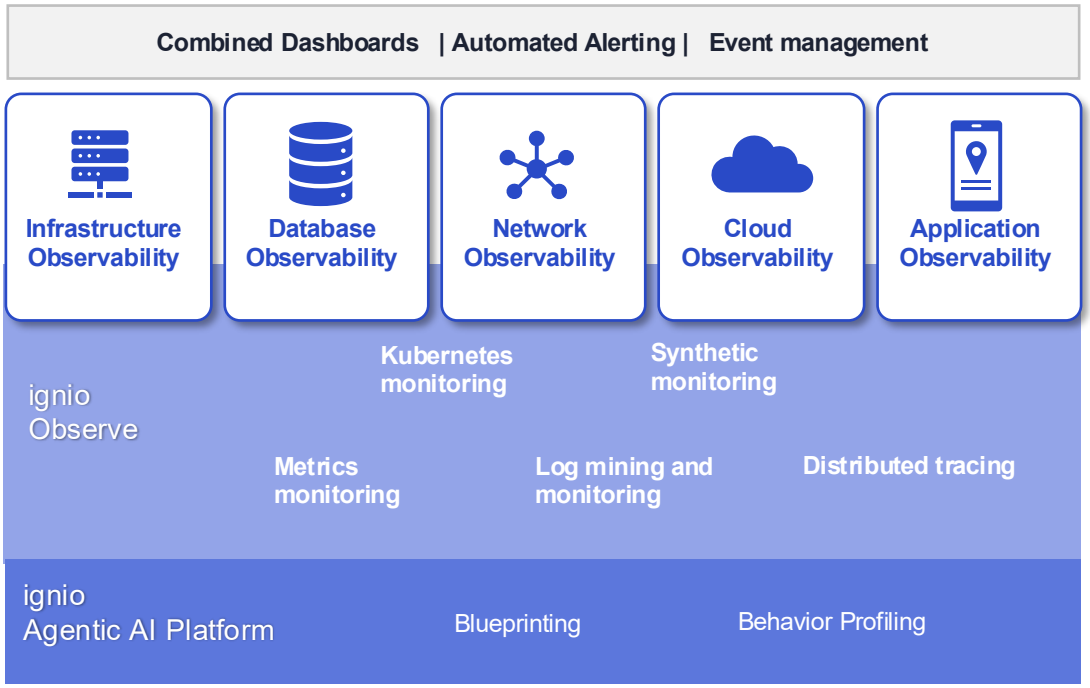
Synthetic
Simulated user journeys and API checks before real users feel an issue



Building Blocks

ignio Observe provides a central platform for enterprise observability with inbuilt intelligence to set dynamic thresholds and suppress events to eliminate false alerts.
Key building blocks include:

- **Metrics Monitoring:** Agent-based collection of key metrics for servers, middleware, databases, virtualization platforms and cloud services, with dynamic thresholds, URL checks to proactively detect issues, and identification of opportunities to improve performance.
- **Log Mining and Monitoring:** Intelligent mining of log files to identify distinct issue patterns, with agent-based real-time monitoring of log files, Postgres tables and Windows events, data masking of sensitive information, and alerting on defined patterns.
- **Distributed Tracing:** OpenTelemetry-enabled tracking of traces and application calls in modern applications, to find long-running traces and enable code-level error identification and latency analysis for faster root cause analysis.
- **Synthetic Monitoring:** Simulate user actions and API calls to proactively check availability and performance before real users are impacted, verify transaction flows from multiple browsers, monitor resource loading time, and run single- and multi-step API journey monitoring.
- **Kubernetes Monitoring:** Track availability and performance of containerized workloads in the cloud environment at container, pod and node level, with real-time cluster health and proactive Kubernetes event monitoring.
- **Events Management:** Superior noise reduction with out-of-the-box rules and native integration with ignio Event Management for correlation and closed-loop self-heal.



Closing the Blind Spots in Modern Observability

Capabilities that catch what conventional monitoring misses.

Application and API Observability

See the full customer journey, not just the components.

- Single- and multi-step API journey monitoring
- Synthetic transaction and API performance validation
- Synthetic-to-trace correlation to isolate the failing service

Business value: Validates journeys before users are impacted and reduces MTTR.

Silent Failure Detection

Catch business failures that produce no error at all.

- No-pattern and absence-based log monitoring
- Configurable pattern monitoring for business processes
- Alerting when an expected event does not occur

Business value: Detects business failures earlier and reduces revenue impact.

Self-Monitoring and Self-Healing

Observability you can trust to stay on.

- Data-flow monitoring with proactive data-gap alerts
- Continuous agent health checks
- Automatic self-healing of failed agents

Business value: Ensures continuous coverage with minimal manual intervention.

Frictionless Agent Management

Every agent, one interface.

- Unified agent management UI
- Simplified profile-based onboarding
- Centralized configuration management

Business value: Faster onboarding and consistent, lower-effort deployments.

Broader Coverage, Sharper Accuracy

More of your estate observed, with fewer false positives.

- Couchbase, MongoDB, Ubuntu OS and .NET monitoring
- Neo4j long-running queries; Oracle datafile monitoring
- Configurable UP/Down codes for secured application URLs

Business value: Deeper visibility across the modern stack with more accurate alerting.

Enterprise Deployment and Security

Ready for regulated and data-residency-restricted estates.

- Customer-managed, Kubernetes-based on-premise deployment
- Data residency, compliance and enterprise security integration
- Service availability reporting for critical business services

Business value: Enables observability in restricted networks and simplifies SLA reporting.

Value Benefits



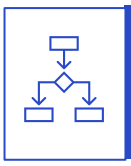
Higher uptime

Proactive detection from metrics, log patterns, synthetic journeys and API checks before users are hit



Improved observability and monitoring

A single source of truth for events across application, network, database, OS and cloud



Enhanced efficiency of IT operations

Alert normalization, noise suppression, triage and self-heal on the ignio AIOps platform



Powerful and insightful visualization

Interactive dashboards with easy drill down views and more custom widgets



Easy to adopt and ready for complexity

Limited manual intervention for onboarding, real-time agent status, dynamic thresholds and Kubernetes-ready scale



Cost-effective

Consolidate monitoring tools and lower total cost of ownership while improving outcomes

Proven in Production

Global appliance manufacturer

Replaced 15+ years of legacy monitoring across 400+ plants: 158 Mn events processed per day, 81% noise suppressed, 30% less command-center effort and 100% availability on critical days.

Large institutional investor

Consolidated 15 observability systems into a single prioritized view: 22 Mn events processed per day, 81% noise suppressed, 95% MTTD reduction and 7 FTE effort reduced.

Wealth and asset management leader

Unified full-stack observability across Azure, GCP and on-premise: 97% alert-noise suppression, 82% server coverage, 18.8 Mn events per day and ~$300K in tool-consolidation savings.

Observe. Detect. Decide. Assure.

See every layer, cut the noise and assure business resilience – even on the toughest business days.

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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