# Product Overview

<table>
<thead>
<tr>
<th>SaaS</th>
<th>Open Developer Studio</th>
<th>10X Scalability</th>
<th>Enhanced ML and AI</th>
<th>Intuitive Dashboard</th>
<th>Multi-lingual Support</th>
</tr>
</thead>
</table>

**ignio AIOps**
Modern enterprise operations demand agile, resilient and efficient IT operations to meet the customers’ expectation of a great digital experience. However, IT teams face numerous challenges like understanding the infrastructure complexities, long delays in isolating and resolving IT faults and inconsistent and variable quality of operations. Due to lack of end-to-end visibility of the IT landscape, and persistent reliance on legacy tools for IT functions, operations teams are forced to respond reactively and are unable to predict and prevent IT problems. There is also a heavy reliance on people and tacit knowledge, increasing the operational risk of human error.

**Digitate Solution**

ignio™ AIOps is an AI-driven product that judiciously combines Enterprise IT context, insights and automated actions to deliver resilient, agile and autonomous IT operations across hybrid environments, while eliminating repetitive manual processes and contentious war rooms.

It detects and assesses the deviation in system behavior, triages and resolves the incidents, predicts the future state and prescribes actions to prevent any disruptions of datacenter operations.

**Key Features**

- **Learn context** - Automated blueprinting of the complex IT landscape, connecting applications to platforms to infrastructure to improve visibility and transparency across the hybrid digital environment.
- **Manage Alerts** - End-to-end intelligent alert management using advanced AI-based reasoning to suppress false positives and redundant alerts, correlate related alerts and prioritize based on inferred risk and business impact.
- **Handle Incidents** - Autonomous resolution and self-heal for common incidents leveraging AI and intelligent automation. For issues requiring manual intervention ignio identifies expert resolver teams and provides advanced data insights including automated root-cause analysis and prescriptive actions.
- **Perform Actions** - Intelligent and adaptive automation to drive autonomous technology lifecycle operations such as patching, provisioning, validation, configuration, compliance management, backup and restore spanning across 40+ technologies.
- **Optimize Proactively** - Proactive capacity analytics and problem identification to identify risks and opportunities, recommend opportunities to optimize infrastructure /service capacity, and continually improve operations.
**Key Benefits**

- Reduces time required to recover from an IT outage by 90%
- Reduces the operational risk by more than 90%
- Helps identify and eliminate up to 40% of issues proactively
- Reduces manual effort spent on managing IT Operations up to 60%
- Improves governance and business resilience

**Building Blocks**

- **Service enhancement and availability**
  - Observability
  - IT event management
  - Proactive incident management
  - Proactive problem management
- **Governance and operational risk mitigation**
  - Automated patching and upgrades
  - Compliance improvement with systems hardening
  - Detection of certificate expiries
  - Operational policy enforcement
- **Cost and capacity optimization**
  - Intelligent Life-cycle Automation
  - Waste and sprawl Management
  - Profiling and insights for data-driven decisions
- **Extensibility**
  - ignio™ Studio – Integrated development environment for custom requirements
  - Integration - Out-of-box adaptors with ITSM, CMDB, Monitoring tools and other applications

**Extended Capabilities**

- **Digital Workspace**
  - ignio app for end user
  - Enterprise dashboard for SD manager
  - Server-side automation for IT admin
  - Identity and access Management
- **Batch Operations**
  - Predictive SLA management
  - Multi-scheduler event and incidents
  - Batch optimization and peak planning
- **ERP Operations**
  - Smart BASIS administration
  - IDOC management
  - Master data and configuration data
- **Application Operations, Infrastructure Operations**
  - Ready-for business dashboards
  - Observability
  - Event and incident management
  - Proactive problem management
  - Multi-cloud operations
  - Datacenter operations

ignio AIOps is available as a scalable, cloud-hosted software-as-a-service (SaaS) with a flexible pay-per-use payment model. Get your SaaS instance running in just 1-2 days. Benefits range from low up-front costs, hassle-free patches and latest upgrades, 99.9% service availability encrypted data stores and anytime, anywhere accessibility.
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 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 Twitter and LinkedIn.