ignio™
AI.Digital Workspace
A Self-healing Digital End-user Experience Management Product

Now Available on Microsoft Azure Marketplace

An intelligent, personal workspace companion for employees

Product Overview

SaaS Ready
HA Compliant

~70 OOTB Actions

~40 Intuitive Dashboard Data Visualizations

Device Profiling (360° view)

Multi-lingual Support

Enterprise Self-Help Documents

macOS Support

Supports Windows Compatible POS devices
Supports Data Collection *
Create a Happy, Highly Productive Employee Workspace Experience

ignio AI.Digital Workspace autonomously detects endpoint issues, triages and remediates them. It offers an intuitive self-heal, self-service app for end-users, an intelligent dashboard for service desk teams and endpoint blueprint at the core. By providing proactive recommendations and actionable insights, it has proven highly effective in cutting down unnecessary IT costs, warranting uninterrupted endpoint availability and accurately predicting the impact of technological changes on the IT landscape.

Product Benefits

- **Employee productivity**: Find and fix endpoint issues before they disrupt the workday with self-heal actions with the flexibility to manage assets remotely.
- **Enterprise Visibility**: 360° view of the EUC estate helps in reducing anxiety of IT service desk teams
- **Endpoint Compliance**: Monitor and enforce compliance, reduce security incidents
- **IT Asset Cost Rationalization**: Optimize device refresh and software licensing costs

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**FOR EMPLOYEES**

- Happier Workspace experience
- Less wait time for SD ticket resolution
- Improved Productivity

**FOR THE SERVICE DESK TEAMS**

- Less L1 Trouble Tickets and MTTR
- Secured and Compliant Workspaces
- Lower IT Procurement Costs
- Less False Incident Alerts
- Endpoint Health Score

**FOR THE IT ADMIN**

- Server-side automation
- Preventing recurrence of repetitive issues
- Reduced MTTR for Events and Service Requests

**FOR THE BUSINESS**

- Enhanced Customer Experience
- Ease of Digital Transformation
- Superior Business Outcomes

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Employee: End user of devices, applications and networks within the enterprise or IT contractors. Not customers consuming business applications or web apps.
Create a Happy, Highly Productive Employee Workspace Experience

**Enterprise Dashboard**
Delivers unified endpoint visibility into enterprise-wide devices and issues to the service desk teams

- Several widgets (data representations) to show device health, inventory & distribution, security & compliance, software usage and provides proactive recommendations
- Key Insights and Observations on dashboard: gain better visibility into end user devices for anomalies (non-compliant or unhealthy devices) as well as green flags (common software version across all devices)
- On demand trigger actions remotely on endpoints
- Several global filters to gain a different perspective and visualize the data of most interest
- A dedicated Help Section to understand dashboard widgets and usage
- 360° Single Device View that tracks endpoint health, attributes, privileges and more
- Configurable Device Health Scoring mechanism
- Audit Report of actions performed on endpoints
- System | Application | Driver crash error insights
- Widget-level drill-down reports with an option to export reports

**Automatic mapping of enterprise endpoints (Auto-Blueprinting)**
Devices with ignio App installed on them will be automatically mapped to the enterprise endpoint blueprint. Eliminates the need to manually pre-populate the enterprise blueprint with every end-user device.

**Multilingual support**

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Let ignio AI.Digital Workspace do the heavy lifting for you!

**ignio Self-heal App**
Installed on every endpoint device for application troubleshooting, performance tuning, health and compliance checks.

**Self-heal Incidents**
Preempts the need for service desk tickets
- Pre-packaged knowledge and Out-of-the-box (OOTB) autonomous remediation actions for commonly occurring system and application faults
- 100% Offline Availability of actions
- Remotely Toggle Enable/Disable Remediation Actions
- Support for custom remediation actions
- Support for data collection from Windows Compatible POS devices
- Perform actions using elevated privileges
- Remotely change ignio App settings

**Endpoint Estate Health & Compliance**
Ensures zero performance gaps and improves enterprise endpoint visibility
- Device Health Checks for disk, memory, CPU and more
- Compliance Checks for OS Patch, installed software, Group Policy and more
- Performance Tuning Activities
- Device disk health status updates

ignio AI.Digital Workspace is also available as a scalable, cloud-hosted software-as-a-service (SaaS) with a subscription-based payment model. Get your SaaS instance up and running in just 1-2 days. Benefits range from low up-front costs, no worries about applying patches and installing the latest upgrades. Encrypted data stores, anytime, anywhere accessibility and 99.9% service availability.
macOS Support

ingio App for macOS: Telemetry data capture for macOS devices and several OOTB remediation actions
The ignio App for macOS captures 132 unique attributes from devices with macOS and sends these to the ignio central server. Also provides Browser Cleanup, MS Teams Cache Cleanup, MS Office Cache Cleanup remediation actions.
Gain insights into endpoints with macOS from within the enterprise dashboard
15 Dashboard widgets provide insights and details about devices with macOS

Remote Remediation Actions by Service Desk
Service desk users can remotely execute scripts or remediation actions on the end-user devices that they have targeted to resolve.

Server-side Automation
It reduces manual effort spent on managing IT Operations with automation of server-side technology
- O365
- Exchange
- Active Directory

Enhanced Data sharing Capabilities
Ability to extract valuable telemetry data from EUC devices via data APIs or via exportable reports from the enterprise dashboard. Exposes around 80 data points via APIs.

Secure Clients and Access Points
ignio AI.Digital Workspace along with Arista’s Cognitive Wi-Fi solution offers protection against un-authorized connections, rogue access points (AP) and delivers a secure network safe from breaches or attacks thereby improving performance, security and availability across all endpoints. This added intelligence at the network layer, helps bolster the network security and resolve access issues for employees instantly.

Enterprise

Self-Help Documents
Lesser dependency on SD Teams for remediation
Provision is made in the ignio App to open an Enterprise’s Self-Help documents in a browser making it easier for employees to find help in resolving routine issues on their own on the click of a button.

Flexibility to onboard use cases
The product offers total flexibility and control by allowing to pick and choose the actions and dashboard widgets that you desire to include in deployment. Maximize usage and returns by removing any surprises or redundancies.

"Digitate has developed a solution that can in real time provide actionable information based on the wealth of data organizations already have within their systems…delivering proactive business intelligence on mission-critical workloads.”
– Ovum On the Radar

"ignio binds together disparate yet interconnected business applications and their underlying infrastructures to perform actions autonomously and drive smart decision making.”
- Artificial Intelligent Systems, IDC

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.