



SaaS

Open
Developer
Studio

10X
Scalability

Enhanced ML
and AI

Intuitive
Dashboard

Multi-lingual
Support

ignio™ Product Overview

(Cheetah release)

Jan 2019



ignio

AIOps (Cheetah release)

Cognitive automation for proactive, fast, and reliable IT Ops

DID YOU KNOW?

Enterprises can save, collectively, more than 127 million person-hours per year — or an average of 545 person-hours per company — in employee productivity by addressing IT outage issues.

-CIO Insight

Today, IT has become a critical element for every business. A recent study reveals that enterprises incur an average loss of \$72,000 for every single minute of outage in IT services.

Some of the key aspects leading to an outage and business loss are:

- With increasing scale and complexity of enterprise data centers, IT Ops teams often find it difficult to understand application and infrastructure operational complexities and hence identify issues proactively.
- Siloed IT operations lack the ability to provide a correlated enterprise-wide view across domains resulting in greater MTTR for incidents averaging 2.2 hours.
- Businesses employ an average of 6 employees to address each incident. This heavy reliance on people and tacit knowledge thereby increases the operational risk of human error

With huge volumes of data flowing into IT operations system, businesses are struggling to detect, diagnose and resolve critical issues and hence unable to meet their IT goals.

ignio AIOps, is a unique cognitive automation solution that judiciously blends intelligence and automation to transform the Enterprise IT Ops into a proactive, fast and reliable IT Ops.

Key features and benefits

Builds a single source of truth for giving an end to end view of enterprise IT landscape

- Assimilates data from multiple sources and combines it to construct a comprehensive blueprint
- Identifies and highlights areas that need attention with detailed reasoning and evidence proactively

Draws attention to just the right alerts at the right time

- Manages every aspect of alert lifecycle such as alert prediction, detection, suppression, prioritization, and resolution
- Uses most advanced form of ML and AI for its forecasting and prioritization abilities respectively
- Eliminates up to 95% of alert noise

Why ignio™ AIOps?

First-of-its-kind, ignio™ AIOps helps enterprise IT teams solve pain points, maneuver through the chaos, identify the source of problems, and fix it automatically. With ignio™, enterprises face no business disruption and no irate customers.

Objective Benefits



Improved business availability through **80-90%** reduction in operational risks & outages



Better end-user experience through **90%** reduction in time to perform activities



High ROI through **50-60%** of reduction in effort and cost

Finds root causes and heals incidents autonomously

- Triage systematically to identify the root causes of an incident
- Identifies and prescribes the best context-based action to fix the incident
- Industry leading feature that delivers closed-loop cognitive automation
- Reduces time to triage and fix incidents by 90%

Performs end-to-end activities readily

- Automates all technology lifecycle operation activities such as provisioning, commissioning, configuration, validate, backup & restore, and decommissioning
- Industry-leading model-driven advanced automation that can adapt itself to change

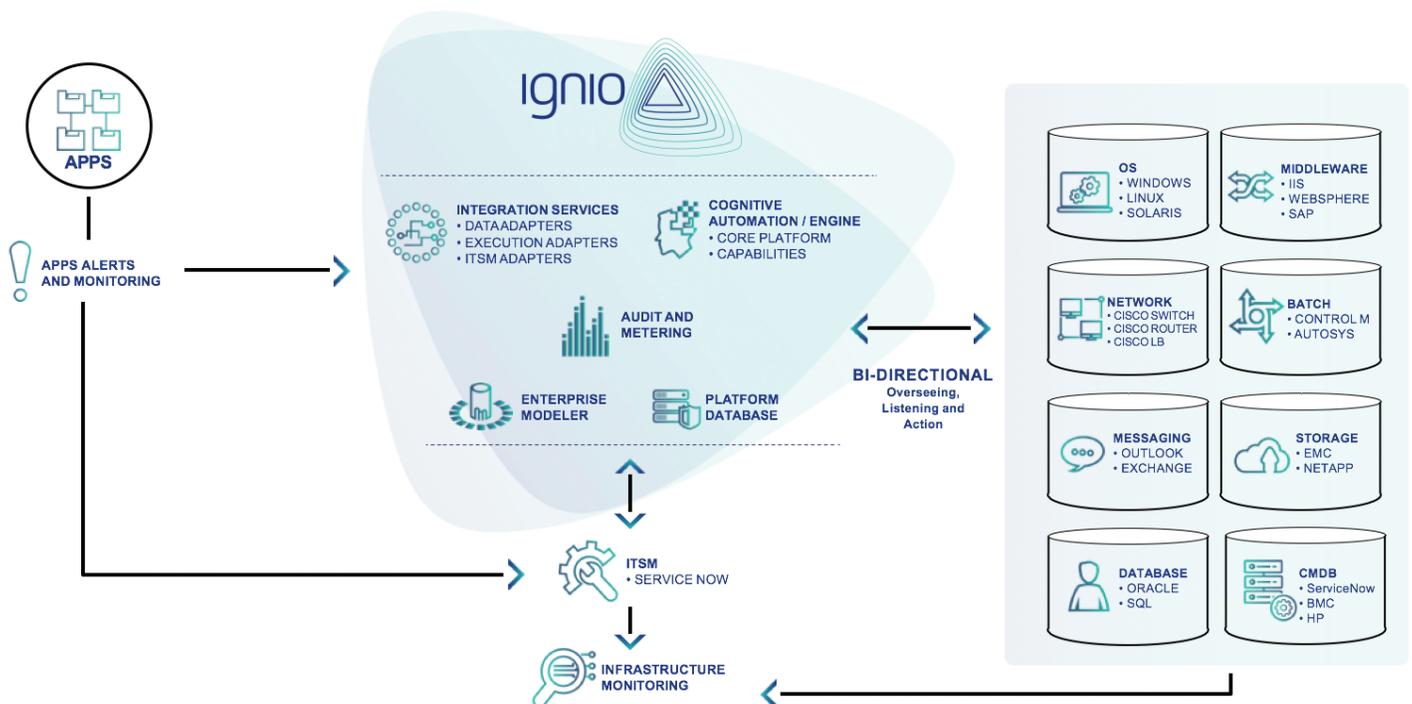
- Allows customization and extension of pre-built automation knowledge through developer studio
- Delivers quick ROI as it is equipped with a comprehensive pre-built automation library for 30+ technologies across compute, network, and storage layers.
- Reduces up to 60% of manual effort

Meets enterprise needs

- Scales horizontally to support expanding IT landscape
- Offers flexibility to upgrade capabilities to work with newer technology versions and newer technologies
- Supports internationalization
- Meets all kinds of security and safety needs
- Provides in built integrations to industry standard ITOM tools

Trusted by large number of **fortune 500** companies

ignio™ Architecture



Testimonials

"The capabilities demonstrated by ignio™ and its quick turnaround in identifying a problem is unprecedented. We were impressed by its nimbleness in seamlessly integrating with existing enterprise batch as well as workload automation systems."

– Dan Twing, President and COO at Enterprise Management Associates and lead WLA analyst

"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."

– Dave Schubmehl, Research Director for IDC's Cognitive / Artificial Intelligent Systems and Content Analytics



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ignio™ is an open, extensible platform that is specifically designed to optimize your time while helping you make smart business decisions. The system is dynamic and it assimilates additional capabilities as your IT ecosystem continues to grow.

For more information, reach us at contact@digitate.com for a demo or visit www.digitate.com.