Product Overview

SaaS  Open Developer Studio  10X Scalability  Enhanced ML and AI  Intuitive Dashboard  Multi-lingual Support
An AI based insight driven product for autonomous SAP operations.

ERP systems such as SAP form the operations backbone for many enterprises. They are complex and are integrated with multiple applications. Any problems and downtime can lead to mammoth operational losses and in-turn revenue loss. Hence, it is imperative for enterprises that ERP systems are up and running around-the-clock.

Some challenges that Enterprises face include:

- Increased operations cost due to high incident resolution time.
- Lack of business assurance caused by low enterprise-wide visibility and improper data handling.
- Heavy reliance on tacit knowledge of subject matter experts and support teams.
- Performance delays, compliance breaches, reactive response that hampers business, resulting in poor customer experience.

ignio™ AI.ERPOps improves business outcomes by detecting anomalies, providing analysis with recommendations and preventing business transaction failures by taking actions. The product enables accurate and on-time financial reporting, sales forecast, billing, shipping, deliveries, vendor payments, etc. that adds agility to your business and enhances customer experience.

It will make your Order to Cash and Procure to Pay cycles prompt and effective. Features like dashboards and reports, intelligent automation, faster and autonomous ticket resolution, make your enterprise intelligent. With proactive reduction of IDoc transactional errors, faster and autonomous ticket resolution, regular system health checks, and automating the BASIS admin tasks such as user management, ABAP dump analysis, etc. the dependency on SAP experts is reduced, helping you grow your business.

Key Features

Silent and Seamless Operations
- Regular system health, self-healing
- Notes Analysis - identifies, prioritizes, and recommends
- Business Warehouse process chain monitoring.
- Maintains consistency in master data and recommends solutions
- Solution Manager analytics help reduce alert noise

IDoc and Incident Management
- Triaging, intelligent automation and self-healing for IDoc incidents.
- Automates up to 40% of tickets in P2P and O2C areas
- Blueprinting, Causal analysis and Autonomous handling of incidents
- Dashboards and reports reduce dependency on ERP experts

Rapid Service Fulfillment
- Automates up to 50% of BASIS administration
- Provides multiple capabilities (User Management, ABAP Dump Analysis, Job Management, Impact Assessment, etc.)
- Reduction in MTTR by up to 90%
- End-to-end automation of configuration changes
Key Benefits

**Improved Business Stability and Assurance**
- Alerts management, lower MTTR, improved business agility
- Proactive detection and resolution of incidents
- Maintains security and compliance

**Intelligent and Agile Enterprise**
- System Health check, Self-heal and Blueprinting
- Reduction in manual intervention
- Faster root-cause analysis autonomous incident handling

**Enhanced Customer Experience**
- Reduced outages improved availability
- SAP certified for integration with SAP applications and SAP S/4 HANA
- DIY add or modify custom cases as per requirements.

**What’s New in Our Latest Update?**
- ignio ALERPOps is SAP certified for integration with SAP applications and SAP S/4 HANA
- ignio ALERPOps supports SAP S/4 HANA 1709 and 1809 and 1909 Enterprise management
- DIY add or modify custom cases as per requirements.

ignio ALERPOps 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. 99.9% service availability, encrypted data stores and anytime, anywhere accessibility.

**Architecture Diagram**
Testimonials

“...the continuous focus that ignio demonstrates to tackle IT challenges, such as support for SAP, will help to further advance the field of artificial intelligence in businesses.”

– Dave Schubmehl, Research Director for Cognitive/AI Systems, IDC

“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