

# ignio Mobile App

Get Notified and Act on the Go!



Interact with ignio  
Anytime, Anywhere  
Manage critical incidents and improve  
your business resilience

## Evolving Work Culture Requires



Virtual and Mobile Workforce



Right Interventions and Rapid Actions



Agile IT Operations



Regular Updates to Business and IT on Operational Health

## ignio App Capabilities



- Facilitates an omni-channel experience for ignio users
- Transforms ignio into a system of engagement for proactive IT operations
- Provides mobile access to all insights, notifications, time critical incidents and predictions
- Improves business agility by allowing users to take ignio prescribed corrective actions anytime, anywhere

## Values Delivered to Enterprises

### Stay Updated

- Receive unlimited notifications for insights, incidents and predictions

### Stay Engaged

- Select and trigger actions from the mobile app to resolve incidents
- Claim or reject the incident assignment
- Approve or reject the service request




### Stay Connected

- Forward notifications to other stakeholders
- Receive resolution updates for critical incidents


### Stay Organized

- Filter notifications based on importance and criticality
- Delete or mute unimportant messages

## App User Personas



**IT Support and Service Desk teams**  
who handle incidents



**Service Managers and Owners**  
who approve or reject service requests



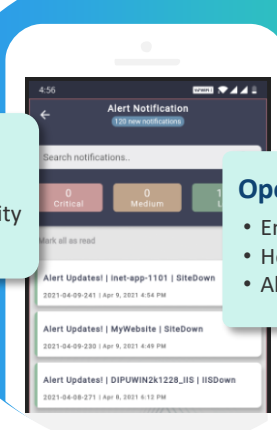
**Business Stakeholders**  
who need updates on critical incidents

## Benefits for Enterprises



### Business

- Improves business outcomes
- Improves productivity and work quality
- Enhances employee experience



### Operational

- Enables rapid actions on incidents
- Helps manage alerts and incidents on the go
- Allows collaboration with multiple teams

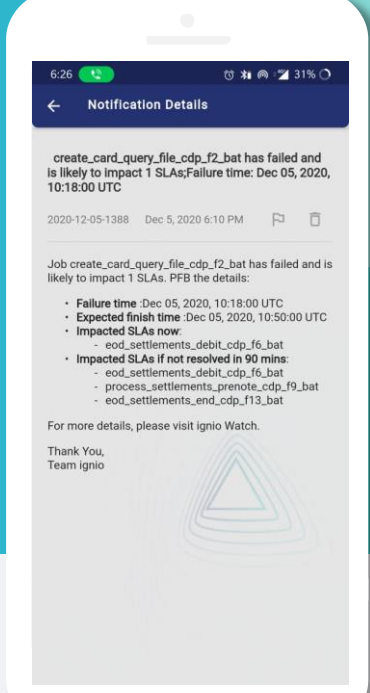


## Experience ignio App

Expedite Your Real-time Operations

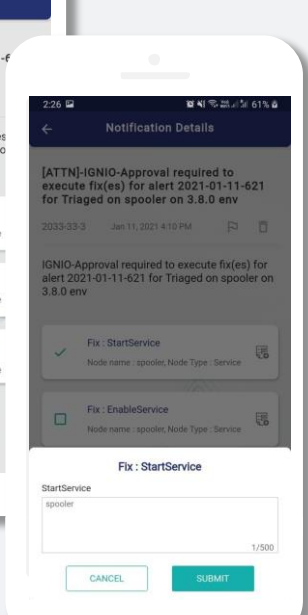
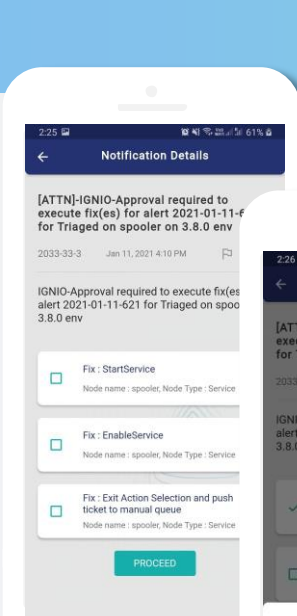
# 01

Quick and Easy Access to ignio insights and predictions.



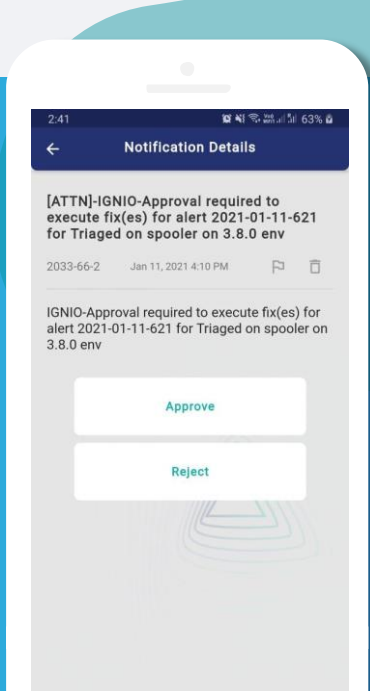
# 02

Choose, Prioritize and Execute relevant fixes to expedite the resolution workflow.



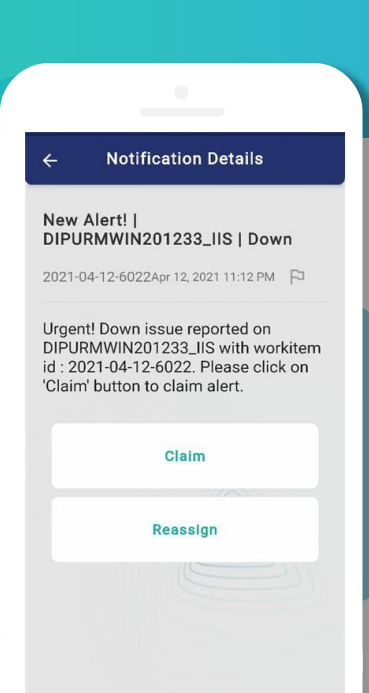
# 03

Expedite the approval process for quick remediation.



# 04

Easily access and respond to open incidents on the go!



For more information, visit [digitate.com/](https://digitate.com/)