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
- Multi-lingual Support
- 65+ OOTB Actions
- Robust Performance
- 40+ Intuitive Dashboard Data Visualizations
- Device Profiling (360° view)
- Supports Open Internet Connectivity
- Supports Windows Compatible POS devices
- Supports Data Collection *
Create a Happy, Frustration-free and Highly Productive Employee Workspace Experience

ignio AI.Digital Workspace autonomously detects endpoint issues, triages and remediates them. It offers an intuitive self-service app for end-users, an intelligent dashboard for service desk teams and endpoint blueprint at the core. 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
- **Enterprise Visibility**: Reduce 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

FOR THE BUSINESS

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

FOR THE IT ADMIN

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

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 EMPLOYEES

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

Employee: End user of devices, applications and networks within the enterprise or IT contractors. Not customers consuming business applications or web apps.
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.

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<tr>
<th>Self-heal Incidents</th>
<th>Endpoint Health &amp; Compliance</th>
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<tr>
<td>• Pre-packaged knowledge for autonomous remediation</td>
<td>• Device health checks</td>
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<td>• Event detection service</td>
<td>• Compliance checks</td>
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<td>• 65+ Commonly occurring system and application faults</td>
<td>• Performance tuning activities</td>
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<td>• 100% Offline availability</td>
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<td>• Remotely Toggle Enable/Disable Remediation Actions</td>
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<td>• Supports custom remediation actions</td>
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<td>• Supports data collection from Windows Compatible POS devices</td>
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Enterprise Dashboard

Provides intelligence and recommendations around devices and issues within the enterprise. It comprises several widgets that deliver the information to the service desk teams.

- 40+ widgets (data representations) to show device health, inventory & distribution, security & compliance, software usage and provides proactive recommendations
  - Offers intelligent insights and proactive recommendations
- Widget-level drill-down reports
- 360° Single Device View that tracks endpoint health, attributes, privileges and more
- Configurable Device Health Scoring mechanism
- Service desk triggered actions on endpoint device

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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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
ignio AI.Digital Workspace offers a new data sharing API for third-party products making it easier to consume incidents, alerts and other endpoint-level data from the ignio App.

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.

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.

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.

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.
“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. ignio™, an award-winning AIOps software, reimagines enterprise IT and business landscape with its unique and innovative closed-loop approach that combines context, insights and intelligent automation to autonomously resolve and prevent issues. ignio’s customers span across industry verticals and include large, global enterprises that are leaders and innovators in their respective industries. Digitate is headquartered in Santa Clara, California, USA and Pune, India.

For more information, reach out to us at contact@digitate.com or visit https://www.digitate.com