Enable silent operations and focus only on what matters

**Business Challenges**

As businesses are embarking on their journey towards an Autonomous Enterprise, IT operations become critical in ensuring continuous service availability and assured customer experience. Any business outage due to issues in the underlying IT landscape impacts the revenue and brand reputation.

To ensure availability, enterprises rely on numerous tools to monitor different technology layers. However, these siloed tools create new problems: They generate a flood of alerts, many of them duplicates or irrelevant, with no unified view of the overall alert landscape. IT teams are often overwhelmed as they juggle between manually correlating alerts, assessing the impacts, and prioritizing the issues. High dependency on tacit knowledge increases the operational risk and might lead to even more severe issues.

**Our Solution**

Digitate’s IT Event Management is an AI-driven, complete solution for event noise reduction, precise root cause analysis and autonomous resolution of incidents. By applying machine intelligence and reasoning to its contextual knowledge, IT Event Management identifies genuine actionable alerts and drastically reduces the time, effort, and risk involved in manually filtering and correlating them. It further analyzes the alerts to derive root causes. Finally, it leverages its rich library of pre-built knowledge to remediate issues autonomously. Using historical alert data analysis, it can predict future outages as well. Thus, it closes the loop by predicting, preventing, and remediating incidents for continuous business availability.

*Fig. 1 – How Digitate IT Event Management Works*
Key Features

- **Real-time, unified view of alerts across the enterprise** – Integrates with all monitoring tools through out-of-the-box adapters or via REST API, SNMP or email integrations providing visibility across all technology layers. The event watch screen highlights the past, current, and future alert state of the enterprise. The rich and insightful dashboards not only highlight KPIs such as MTTD and MTTR, they also pinpoint risky entities or recurring alerts for further analysis.

- **Removes noise and detects actionable alerts** – Detects anomalies based on a dynamic threshold derived using identified system normal behavior and suppresses false positives. It also takes care of duplicates, irrelevant and in-maintenance alert suppression. Through its contextual awareness and machine learning abilities, it further correlates and aggregates alerts based on enterprise topology models and temporal patterns.

- **Predicts future incidents** – Mines historical alert data to predict future outages by deriving alert trends and patterns using machine learning and AI algorithms. It also provides the flexibility to configure predictions based on expert tacit knowledge.

- **Proactive event management** – Analyzes historical data to unearth temporal and spatio-temporal patterns and provides insights for problem management.

- **Closes the loop with automated and assisted healing of incidents** – Leverages advanced AI abilities and out-of-the-box knowledge libraries to analyze the issue, determine the probable root cause, recommend a fix, and resolve the incident autonomously. If assisted triaging is enabled, the solution allows collaboration with multiple teams by automatically initiating a discussion channel using enterprise tools like Slack and Microsoft Teams. It loops in the best expert resolver available and provides contextual insight for quick and efficient resolution.

- **Right notifications to right stakeholders** – Notifies the business and IT stakeholders regarding critical alerts and incidents via emails.

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Achieve noise reduction, actionable insights, and autonomous remediation for your IT operations

IT Event Management is powered by ignio™ AIOps.

ignio AIOps is an AI-driven product for autonomous IT operations across hybrid environments.

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Digitate is a leading software provider bringing agility, assurance, and resiliency to IT and business operations. ignio™, an award-winning AIOps software, reimagines the 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.

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