The Total Economic Impact™ of Digitate ignio™

Through customer interviews and data aggregation, Forrester concluded that Digitate ignio™ has the following three-year financial impact:

- **NPV**: $6.61M
- **ROI**: 185%
- **Payback**: 9 months

Summary of Benefits

*Three-year risk-adjusted*

- **Improved uptime and performance**: $6.1m
- **Revenue assurance**: $2.2m
- **Reduced IT costs**: $1.4m
- **Improved security and compliance**: $0.46m

**Unquantified benefits**

- Increased business user satisfaction and productivity
- Improved customer experience
Net Benefits
Risk-adjusted estimates

Digitate ignio™ by the numbers

90+% Reduced MTTD and MTTR
90% Reduced downtime in monitored systems
1% Increased revenue assurance from better business processes
60% Reduced need for new headcount due to improved productivity
7.5% Reduced likelihood of security and compliance breaches

Voice of the Customer

Predictive analytics helps us meet our start-of-day SLAs. This is very valuable to our organization.

- Managing director of technology infrastructure, Financial Services

We would have needed to grow our SAP team by 50% to achieve the improved monitoring we have with ignio.

- Director of program management office, Manufacturing

ignio helps us get the data we need to complete business processes on time. This ensures that we are receiving all of the revenue we should. ignio also saves us a lot of effort from failed business processes.

- Service delivery manager, Utility

This document is an abridged version of an April 2022 commissioned study conducted by Forrester Consulting on behalf of Digitate. The study is titled The Total Economic Impact of Digitate ignio™.