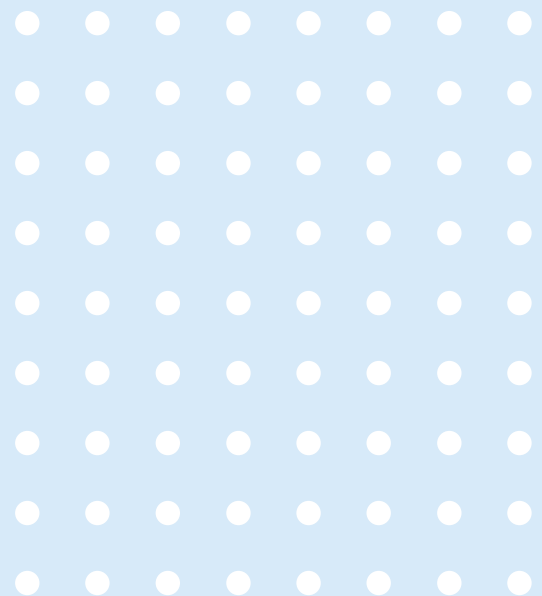digitate

The future of enterprise is **autonomous**

About Digitate

Launched in 2015, Digitate is a leading provider of SaaS-based autonomous enterprise software, bringing agility, assurance, and resiliency to IT and business operations.

Digitate's flagship offering, ignio™, is an award-winning, AIOps platform that accelerates the automation of IT lifecycle tasks from triaging to resolution. It combines unified observability, AI-powered insights, and closed-loop automation to deliver better visibility and control over business KPIs in hybrid and multi-cloud environments. Further, it enables predictive and preventive operations with intelligent recommendations and self-healing.

Our customers span multiple industries and include Fortune 500 companies and global enterprises that are leaders and innovators. Digitate empowers customers every day to innovate and manage workloads, increase business velocity, and deliver superior end-user experiences.

Digitate products and solutions

ignio product line
Powered by AI and advanced machine learning capabilities, the ignio suite combines enterprise IT context, insights, and intelligent automation to deliver resilient and agile IT operations while eliminating repetitive manual processes.
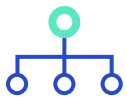
ignio AIOps

An AI and machine learning-powered platform that streamlines IT operations across hybrid environments by autonomously managing all aspects of the alert life cycle and proactively resolving issues. It also provides a vendor-agnostic view for multi-cloud management, including cost analytics for effective governance, optimized cloud costs, and support for autonomous life-cycle operations.

- ignio Observe: A comprehensive monitoring module within AIOps that covers metrics, alerts, and logs, providing end-to-end visibility to monitor, troubleshoot, and prevent business-critical incidents early.

ignio AI.ERPOps

An insights-driven product for autonomous SAP operations that improves business outcomes by detecting anomalies, providing analysis recommendations, and performing actions.

ignio AI.Workload Management

An AI-driven tool for proactive workload management that delivers predictable, agile, and silent batch operations.

ignio AI.Digital Workspace

A self-healing, end-user experience management (EUEM) product that detects, triages, and remediates outages for a highly productive digital workspace experience.

ignio Cognitive Procurement

A virtual, AI-based procurement analyst for enterprises that screens transactions to detect and predict anomalies, identify cost-saving opportunities, and reduce processing costs.

ignio AI.Assurance

An autonomous assurance product that provides the highest level of automation through all stages of software testing, allowing enterprises to deliver better software – faster.

Out-of-the-box solutions

Pre-packaged solutions leverage the power of our award-winning ignio products to focus on specific use cases, limiting installation time and resources for a quicker path to value.

IT Event Management
Reduces event noise by proactively suppressing, filtering, and aggregating redundant alerts, as well as predicting and preventing issues.

Business Service Level Agreement (SLA) Prediction
Proactively predicts delays in business processes and provides advance notifications and recommendations to prevent outages and SLA violations.

Business Health Monitoring
AI-based diagnosis for smooth retail store operations and a high-quality customer experience.

IDoc Management for SAP
Monitor, prioritize, and fix IDoc errors autonomously for flawless business data communications.

Why Digitate?

The AIOps industry's only vendor with a **single-stack SaaS solution** across IT and business operations

The **industry's pioneer** of closed-loop AIOps, delivering higher resiliency, agility, and customer experience

Recognized as **market and category leader** in AIOps by leading analyst firms and industry reports with high customer ratings

185% ROI as calculated by the 2022 Forrester Total Economic Impact (TEI) study

A **diversified portfolio of patents across AI**, machine learning, and intelligent automation technologies for the full "observe-engage-act" lifecycle

Rapidly expanding customer base with a record of delivering digital transformation projects for Fortune 500 companies and global enterprises

Widespread adoption among global channel partners, technology partners, MSPs (Managed Service Providers), and distributors

> " Our use of ignio™ has been a key part of our organizational change journey because it has helped us to reduce the number of incidents that our colleagues are having to log, it is helping us to reduce recurring incidents, and also we have been using it to drive a significant amount of user adoption as well."
>
> **Sr. Director of Services & Technology, Walgreens Boots Alliance**

Industry analyst and customer recognition

> "
> Digitate should appear on your shortlist if you are looking for a reliable and consistent solution that can deliver strong capabilities across all areas of operation required of an AIOps vendor... This made Digitate one of the most consistent performers in the Universe — it was not dominant nor was it particularly weak in any area. Similarly, in terms of strategy and execution, Digitate was above the average for the whole cohort, and among the Universe leaders, it was the best-performing vendor with a score of 70%."
>
> **Omdia Universe: AIOps, 2023-24**

> "
> Avis Budget Group embarked on the ignio implementation because our event management and correlation capabilities were very limited. As a result, our operational teams were inundated with false positives and event overload and paralyzed by an incapability to understand priority responses. It became apparent that ABG needed the expertise of a leader in this area, so ignio was chosen to resolve these issues. We've reduced the effort on our operational staff by a significant number and continue to roll out event correlation and self-heal capabilities across our wider business systems. Further improved compliance reporting and efficiency were ensured via ignio autonomous action on our SOX, Quarterly Access Reviews, and User Access Review processes."
>
> **Head of IT Operations – International, Avis Budget Group**

Awards

Leader, Enterprise AIOps Platform, Fall 2023

Best SaaS Product for IT Management Shortlist

Best Cloud Automation of the Year Finalist

Top Rated 2022: AIOps and Workload Management

2022 Digital Awards Winner, Order-to-Cash: ENGIE

Best in Biz: Silver Winner for Best New Product Version of the Year

2022 Constellation Research Supernova Awards Finalist

AI Journal 2022 Global Excellence Award Finalist

digitate