digitate

Retail Customer Success Stories

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INTRODUCTION

Digitate’s success is based on the benefits our customers realize and the relationships we build with them. The 12 stories here – spanning a range of products and industries – capture not just those benefits, but also how we addressed our customers’ specific needs and concerns.

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Product: ignio™ Workload Management, ignio™ AIOps
Industry: An American retail chain

Driving resilient and hyper-automated enterprise operations during peak season

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THE **CHALLENGE**

- A total of 17 distribution facilities (DFs) managed through various complex and interdependent applications and processes.
- Promotional pricing issues.

THE **SOLUTION**

- Provided a 360-degree view of warehouse landscape by creating a blueprint of critical business processes and tagging them to the respective DFs.
- Daily health checks of application services providing a real-time, health dashboard highlighting DFs that required attention.
- Triaging of promotional pricing issues based on validation parameters and automatic notification to the relevant teams to add the missing UPCs in the store profile.

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OVERALL BENEFITS

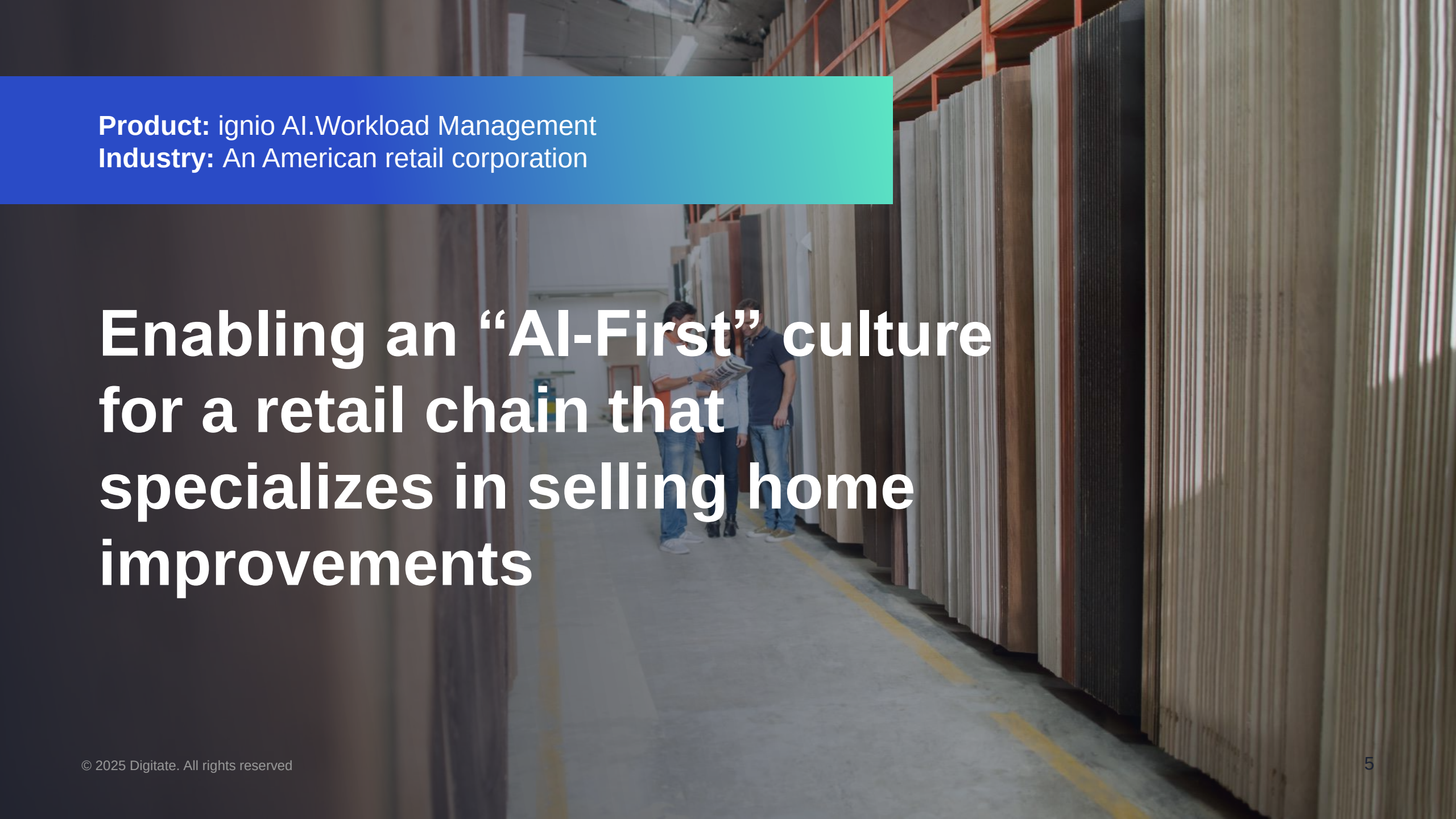
75%
improvement in MTTD and MTTR

12,000
incidents autonomously managed per year

0.3 million
Health checks by ignio per month

Product: ignio AI.Workload Management
Industry: An American retail corporation

Enabling an “AI-First” culture for a retail chain that specializes in selling home improvements



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THE **CHALLENGE**

- SLA misses, multiple homegrown dashboards, continuous monitoring by batch operations team, no prediction for business-critical SLAs, manual handling of ad-hoc service requests, and manual reporting of critical SLAs.

THE **SOLUTION**

- Automated handling of ad-hoc service requests and notification on job failures.
- Look-ahead window of 90 minutes for critical business SLAs with cause analysis.

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OVERALL BENEFITS

72%
coverage of 40,000+ tickets per month

56%
tickets autonomously resolved

50%
reduction in business SLA misses

90%
reduction in MTTR

Product: ignio AIOps, ignio™ ERPOps
Industry: A multinational retail pharmacy chain

Autonomous elimination of “not on file” incidents for a leading retail pharmacy chain

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THE **CHALLENGE**

- Application downtime, POS issues, missing orders, missing items, and effort optimization across portfolios.

THE **SOLUTION**

- Monitoring of transaction data for “not on file” error and performing necessary triage.
- Identification and notification of POs with blank tax code by performing auto-triaging.
- Inventory management, PO monitoring, and KPI management for stores. Dashboards created to monitor product performance.

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OVERALL BENEFITS

95%
reduction in MTTR

85%
overall alerts processed per month

45,000
incidents self-healed / auto-triaged per month

300
hours of human efforts optimized per month

Product: ignio AIOps, ERPOps
Industry: A Canadian retail chain

Modernizing legacy applications and embracing digital technologies for a leading retail chain

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THE **CHALLENGE**

- Dormant SAP document locks impacting store logistics operations, causing delays across multiple stores.
- Over 2,500 network devices in stores generating more than 8,000 alerts per month. Most alerts are false positives, which created unnecessary noise leading to missing genuine critical alerts.

THE **SOLUTION**

- Performed proactive health checks followed by self-heal actions to identify dormant locks and proactively resolve them.
- For business-critical issues, ignio enriches the ticket for the network SME with detailed logs of the issue for immediate resolution.

OVERALL BENEFITS

90%
reduction in manual efforts

500+
hours saved for L1 team

90%
MTTR reduction

4,000+
tickets eliminated from L1 queue annually

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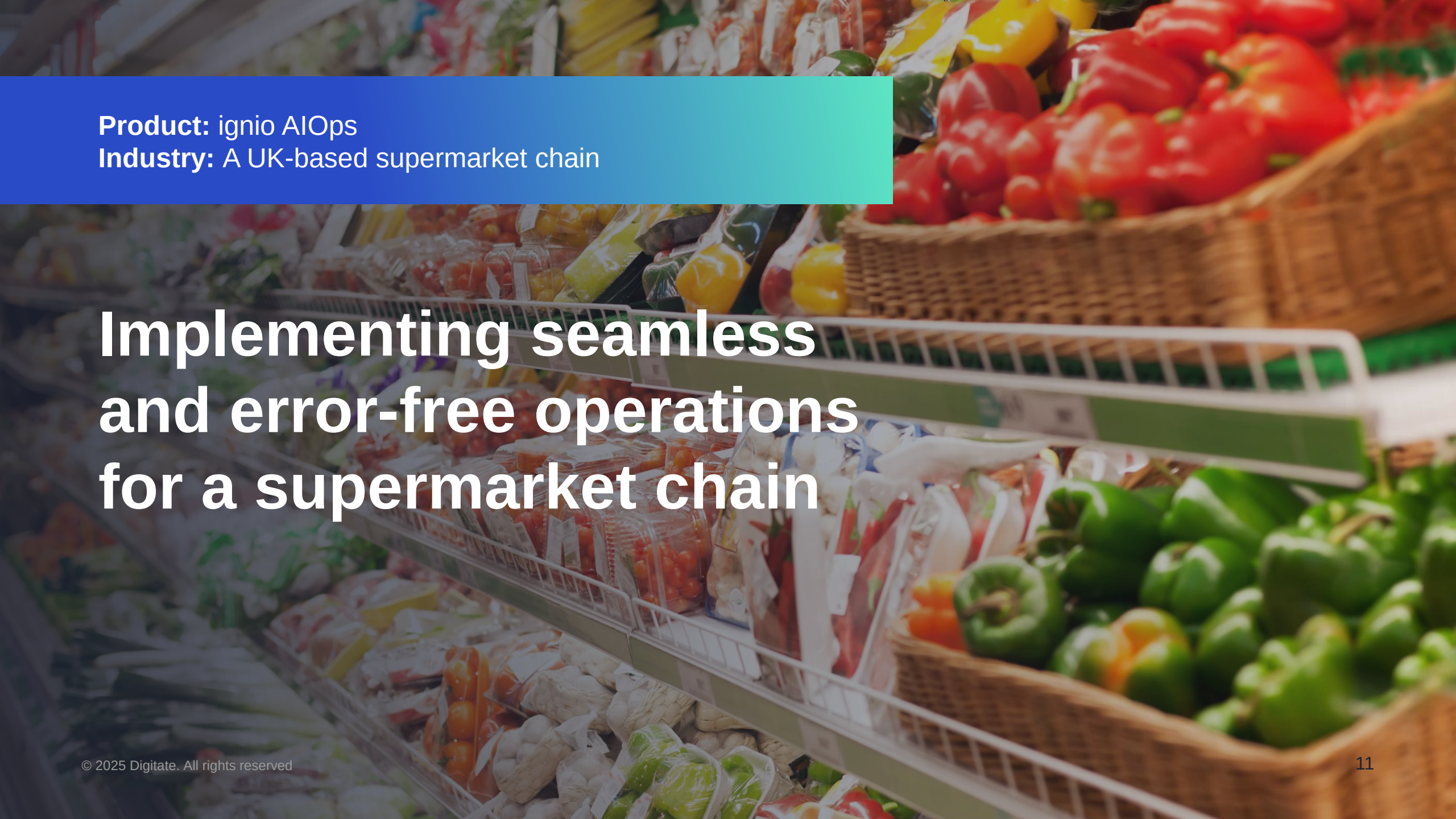

Product: ignio AIOps
Industry: A UK-based supermarket chain

Implementing seamless and error-free operations for a supermarket chain

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THE **CHALLENGE**

- Ineffective legacy monitoring tool and heavy dependency on manual operations.
- Store link downtime and restoration issue.

THE **SOLUTION**

- Regular proactive health monitoring of critical applications.
- Automated triaging of incidents and autonomous resolving of issues.
- Constant monitoring of systems and issue resolving in case of link issues.

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OVERALL BENEFITS

99%
improvement in MTTD

80%
reduction in MTTR

22,000
hours of effort saved annually

80%
noise reduction

$0.5 million
savings in costs

Product: ignio AIOps, ERPOps
Industry: A British retail chain

Driving the operations 4.0 evolution for a leading retail chain

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THE **CHALLENGE**

- Delay in order placement on website leading to monetary loss.
- Delay in placed order processing.
- Tedious process for reprocessing orders for customer settlement.

THE **SOLUTION**

- Ready-for-.business checks for order placing on websites.
- Enabled and triggered order reconciliation.
- Proactive fetching of payment details from Splunk and notification sent to the team with missing payment details.

OVERALL BENEFITS

100%
automated business checks

90%
Improvement in MTTD

100%
uninterrupted application support

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Product: ignio AI.ERPOps
Industry: An Australian **r**etail chain

Implementing an autonomous order reconciliation process

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THE **CHALLENGE**

- The orders for inventory replenishment uses three separate applications – to raise the orders, process the orders and dispatch the orders.
- Order drop issues and data mismatch issues faced during communication between the three applications.
- Manual process of discrepancy checks leading to increased incidents and poor customer experience.

THE **SOLUTION**

- Proactive reconciliation of store orders before they are shipped.
- Validation of all orders from all three systems during closing time to ensure no discrepancy in the consolidated orders in each system.
- Alerts sent to relevant stakeholders in case of any discrepancies.

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ERPOPS OVERALL BENEFITS

75%
noise reduction

10
order-related incidents reduced daily

250K
AUD saving in costs annually

Product: ignio AIOps
Industry: A Japanese convenience store franchise chain

Driving resilient operations for an organization operating since 1939

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THE **CHALLENGE**

- Need to reduce overall cost of IT operations.

THE **SOLUTION**

- Incident auto-remediation – automated RCA, fixed recommendations and autonomous self-healing of incidents.
- Noise suppression – suppressed false positives using dynamic thresholds.
- Detected anomalies based on identified system normal behavior.
- Event correlation based on defined rules, temporal patterns and enterprise topology model (blueprint).

OVERALL BENEFITS

70%
network automation coverage

67%
reduction in MTTR

38%
noise reduction

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Product: ignio AIOps, Workload Management
Industry: A multinational retail conglomerate

Driving the autonomous enterprise in the Middle East and Africa

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THE **CHALLENGE**

- Lack of visibility on AIOps program for the head of IT Operations.
- Lack of product awareness amongst the portfolio owners leading to ineffective leveraging of product.

THE **SOLUTION**

- AIOps office was established with an operating model and governance structure.
- Aligned business drivers to the AIOps program.
- Product feature roadshows and demos provided to portfolio owners.

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OVERALL BENEFITS

88%
reduction in MTTR in 5 months

17%
improvement in automation index in 5 months

100%
Availability of store and warehouse infrastructure and applications

Product: ignio AIOps
Industry: A multinational clothing retail company

Creating a predictive and proactive operations office for a multinational retail company

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THE **CHALLENGE**

- Lack of enterprise-wide view of the company’s IT infrastructure.
- Long time to manually process high volume alerts.
- Dependence on tacit knowledge to process technology life cycle activities.

THE **SOLUTION**

- 360-degree view of the existing IT infrastructure created by connecting with the various data sources.
- Autonomous handling of alerts and incidents by fetching them from monitoring and service management tools.
- Out-of-the-box knowledge library leading to reduced dependence on SMEs.

OVERALL BENEFITS

75%
improvement in efficiency

42,000
tickets auto-resolved per year

15,600
man-hours per year freed up for high-value tasks

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Product: ignio AIOps
Customer: A global house of iconic brands

Ensuring revenue assurance with closed-loop automation

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THE **CHALLENGE**

- Multiple data discrepancies in eCommerce application due to IT failures
- Delayed shipments due to stuck customer orders within Order Management system
- Manual process to identify issues, validate and resolve them

THE **SOLUTION**

- Proactive health checks to detect issues including data reconciliation to find data mismatches , file-feed validations to find missing data
- Automated approach to incident creation, stakeholder notification and resolutions minimizing resolution time

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OVERALL BENEFITS

Prevented Revenue Loss

Amounting to 6 -7 figure worth across Order Management and eCommerce processes

12000+ Hrs.

Manual efforts saved annually

~3600

stuck orders addressed annually

Product: ignio AIOps
Customer: A Large US retailer

Ensure Daily Retail Store Readiness

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THE **CHALLENGE**

- Lack of observability into IT components that impact store performance - 8,000 cash registers, 7,000 scanners, 51 applications and systems, and 293 separate databases
- Existing monitoring tools could not provide store-specific health – necessary when multiple systems need to interact smoothly to keep each store running
- High alert noise and lack of insights for resolution

THE **SOLUTION**

- Continuous business health monitoring to provide real-time visibility into IT systems across 290+ stores
- Daily start of business health checks and issue resolution to ensure each retail site is “ready for business.”

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OVERALL BENEFITS

Upto 140 Hrs.
Reduced store downtime per month

75%
Reduction in manual IT maintenance needs

70%
MTTR reduction, helping deliver a better customer experience

ABOUT DIGITATE

Digitate is a leading software provider bringing agility, assurance, and resiliency to IT and business operations. Digitate's flagship product, ignio™, is an award-winning AIOps solution that reimagines the enterprise business landscape with its distinctive closed-loop approach. It combines context, insights, and intelligent automation to resolve and prevent issues autonomously. Our customers span multiple industries and include global enterprises that are leaders and innovators. To stay up to date on ignio™ news and learn how our clients across the globe have benefited from our innovative solutions, visit us at www.digitate.com and follow Digitate on X and LinkedIn.

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