

:digitate



**AGENTIC AI FOR
RESILIENT SAAS PERFORMANCE**
OBSERVABILITY | RESILIENCE | OPTIMIZATION



Operational excellence is the key to SaaS success

For fast-growing SaaS companies, product performance and IT operations often take a back seat in initial stages, as they prioritize rapid development, user acquisition, and feature delivery. This focus can lead to observability gaps and scalability issues.

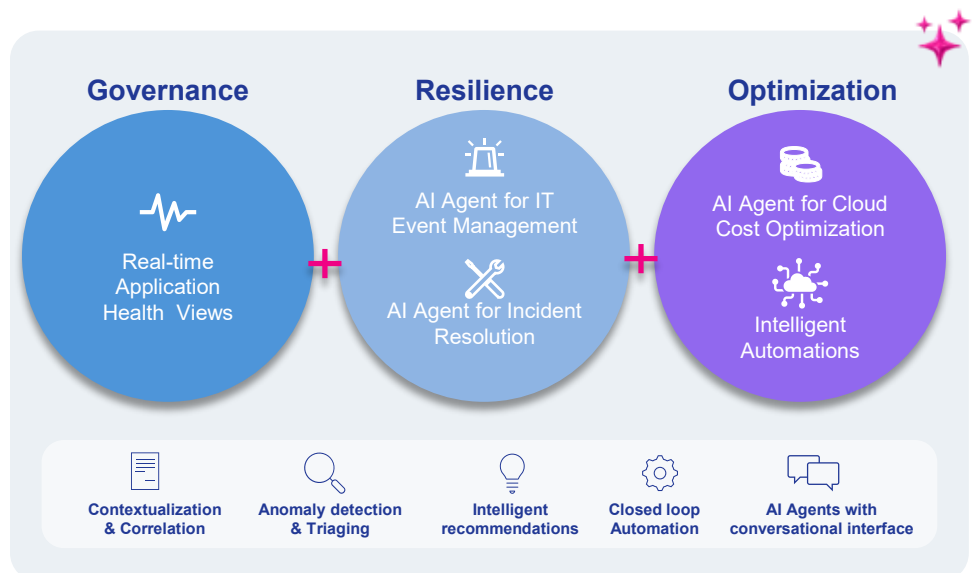
However, as the user base grows and product architectures becomes more complex, the priority needs to switch to ensuring product resilience and performance for long-term retention and growth. Successful SaaS companies realize this early and ensure the IT operations teams have the right tools to improve reliability, uptime, and scale operations without incurring high operational costs.

Transforming SaaS resilience with Agentic AI

SaaS providers can now leverage innovations in Agentic AI to improve and scale up cloud operations that support fast-paced SaaS platform growth.

ignio™ Agentic AI platform by Digitate helps SaaS vendors autonomously monitor, troubleshoot, and optimize cloud operations, enhancing resilience, observability and scalability of their SaaS application. With ignio, you get:

- Observability of SaaS application across deployments, tenants and environments
- Improved resilience with autonomous event and incident management
- Optimized operations with intelligent automations and cloud cost management



Unlock values across SaaS performance



Improved customer experience

With better uptime and faster resolution of requests



Assured SLA and SLO adherence

Driven by better visibility and proactive operations



Easy to scale operations

Agentic AI to reduce manual dependence and keep pace with business needs



Improved operational costs

With better cloud budget adherence and optimized operations



Reduced toil

With intelligent automation for maintenance tasks

Why Digitate

First-hand experience in managing SaaS growth

Like all fast-growing SaaS startups, we have experienced our own set of challenges in improving SaaS performance, resilience and cost. By using our own platform, we have been able to achieve:

**30% gross margin improvement | 40% reduction in priority incidents |
50% faster recovery from incidents | 25% toil reduction**

Backed by award winning Agentic AI platform

✓ AI Agents Purpose-Built for IT Operations:

Digitates' AI agents are specifically designed to optimize and enhance IT and cloud operations. This specific focus helps us ensure seamless and efficient workflows to meet the varied and complex IT operational needs.

✓ Backed by Years of IT Expertise:

With deep, real-world IT knowledge, our AI agents are not just intelligent—they're built on decades of industry experience, ensuring faster and seamless adoption into your IT environments..

✓ Powered by both LLMs and patented Machine Learning:

Unlike typical LLM-only solutions, our AI is driven by robust machine learning, offering advanced capabilities tailored to IT needs.

About Digitate

Digitate builds AI technologies to power the autonomous enterprise. Our agentic AI platform – ignio™ – combines unified observability, AI-powered insights, and closed-loop automation to help enterprises across industries operate smarter, faster, and with greater resilience. Built on an agentic AI architecture, ignio enables proactive and predictive IT and business operations. Trusted by leading global enterprises and innovators, ignio accelerates innovation and maximizes business outcomes. Learn more at www.digitate.com and follow Digitate on [X](#) and [LinkedIn](#).

100+

patents in AI/ML and automation

260+

clients mostly in Global 2,000 list

50+

partners in technology, consulting, SI



ignio by Digitate ratings



“Automating IT Operations using ignio Observe, AIOps and AI.ERPOps”

ignio is a very capable product with wide range of out of the box functionalities. Ability to customize the solution to customers needs is a big plus.



“AIOps and AI.ERPOps with ignio”

Digitate resources are knowledgeable and have made our journey thus far easier than most similar implementations. Their willingness to listen and improve is an asset.



“Automating with ignio”

Good product and support enabling multiple automation use cases.



Winner
Tech & AI Awards by
Technology Magazine
Enterprise IT Awards



**Best Cloud
Automation
Solution Shortlist**



Leader
**G2 Enterprise
AIOps Platform –
Summer 2025**



Winner
**TMC Cloud Computing
Product of the Year
2024 & 2025**



Leader
**G2 Europe Regional
Grid® for AIOps
Platform – Winter
2025**



Leader
**G2 EMEA Regional
Grid® for AIOps
Platform – Summer
2025**