

ignio™ AI.ERPOps Powers Peak Season Resilience for a European MNC

ABOUT THE CUSTOMER ▼

With a century-long legacy, this Sweden-headquartered white-goods OEM began with a single vacuum cleaner and has since evolved into a global manufacturing leader. Today, it operates with a 45,000-strong workforce, sells 60 million units annually, and generates 134 billion SEK (≈ 14.6 billion USD) in revenue. Serving 120 markets worldwide, the company continues to set industry benchmarks through innovation, scale, and a commitment to quality.

UNCOVERING THE BUSINESS CONTEXT ▼

In 2024, the company launched a major enterprise-wide optimization effort to achieve multi-million-dollar cost reductions and a significant headcount reduction. Operating in the cyclical white-goods industry, where demand swings sharply during heavy seasons, the organization needed stronger operational resilience and the ability to make faster decisions during peak periods such as Black Friday. The existing operational ecosystem relied on an unsupported third-party monitoring tool and a separate robotic process automation (RPA) tool for its automation processes. To modernize and accelerate operations, the company transitioned to **Digitate's ignio AI.ERPOps** as the next-generation replacement, targeting faster recovery, proactive issue prediction, and improved stability.

Benefits ▼

70%
Reduction in
MTTD+R

100%
automated
monitoring

100%
compliance to
audit requirement

2200
monthly man-hour
efforts savings

8-10%
reduction in
work volume

100%
more sales on Black
Friday than previous year

The Challenge:

The customer relied on an unsupported third-party tool which created significant business risks and uncertainties to support business events such as Black Friday. Any potential operational issues would have taken a long time to resolve due to limited internal expertise with the third-party tool, as well as the absence of support if the tool itself were to fail.

The Solution:

To mitigate the risks posed by an unsupported tool ahead of a critical sales period, the customer executed a rapid ERPOps transformation by **leveraging enhanced automations in ignio™** - this was one of the fastest AI.ERPOps implementations achieved at this scale.

The customer deployed **ignio AI.ERPOps** as a single, unified platform to streamline, standardize, and automate SAP operations across global and regional environments, eliminating fragmented monitoring practices and dependency on manual oversight.

With ignio, the organization gained end-to-end observability across SAP jobs, interfaces, iDocs, process chains, and overall system health. Its proactive monitoring, predictive analytics, and early-warning capabilities enabled operations teams to anticipate failures before they escalated, drastically reducing unplanned downtime risks during high-volume periods. Through seamless integration with SAP Solution Manager, ignio centralized alert management and applied intelligent diagnostics to accelerate root-cause identification and drive consistent operations at scale.

A significant outcome of this modernization was the elimination of labor-intensive daily checks, resulting in 2,200 manual monitoring hours saved every month. This efficiency uplift, combined with the accelerated deployment timeline, enabled a highly resilient Black Friday performance and established a scalable, intelligent operations foundation for future growth.

Values Delivered ▼

- ✓ 70% improvement in MTTR+R
- ✓ 40% alert noise reduction
- ✓ 24x7 automated SAP monitoring
- ✓ Unified visibility across regional and global SAP landscape



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Need for the Intelligent Command Center



The Challenge:

Fragmented monitoring tools and lack of centralized visibility hindered real-time decision-making, risking downtime and SLA breaches during peak operations.

The Solution:

24x7 Monitoring and centralized dashboard

A single, unified dashboard provides round-the-clock visibility into critical infrastructure, enabling real-time monitoring and faster decision-making.

100% Core systems and services monitored

All mission-critical systems and services were brought under comprehensive monitoring, eliminating blind spots and ensuring complete coverage.

100% Visibility to availability metrics

Out-of-the-Box (OOTB) availability metrics for servers, applications, and databases are now tracked automatically, offering instant insights without manual intervention.

Persona-based dashboards

Customized dashboards for four key personas: Operations, Command Center, Application Owners, and Leadership deliver role-specific views, improving collaboration and accountability.

Values Delivered



- ✓ 25k rules consolidated to 1.5k to simplify operations
- ✓ 17% incidents auto-resolved by ignio
- ✓ Saved 1000+ hours by augmenting productivity and automation of use cases

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Business resilience during critical periods



The Challenge:

Managing 200+ critical manufacturing servers and 155M daily events caused excessive alert noise, false positives, and uneven load distribution, risking SEV1 incidents and disrupting business continuity during peak sales periods.

The Solution:

The customer ensured uninterrupted business operations by monitoring **critical servers underpinning manufacturing activities** with **24x7 centralized dashboards**. A **10-minute wait time** was introduced to prevent unnecessary incident creation, while fine-tuning eliminated false and duplicate alerts. Dedicated aggregators optimized for EMEA, LA, NA and APAC regions balanced a massive amount of **events/day**. This resulted in **80% system coverage**, complete visibility, and **zero SEV1, SEV2** incidents for systems in scope during peak season for in scope systems/applications, guaranteeing business assurance and operational resilience.

Values Delivered

- ✓ 100% automation coverage
- ✓ Improved customer experience
- ✓ Stronger business resilience
- ✓ Lower cost of operations

The Challenge:

The incumbent automation platform offered limited coverage and contributed to increasing tool sprawl, with separate systems for monitoring and automation. This fragmentation left the customer with insufficient automation depth and inconsistent operational control across their landscape.

The Solution:

By replacing the existing automation platform, the customer unlocked a new era of intelligent, risk-free operations powered by **ignio™ AI.ERPOps**.

ERPOps became the single, unified engine driving automation at scale, **eliminating tool sprawl, cutting licensing costs, and dramatically simplifying their operational landscape**. With far deeper automation coverage, ERPOps reduced manual effort, streamlined repeated requests, and elevated availability across SAP systems. Its predictive intelligence acted as an early-warning radar during Black Friday, helping the team navigate potential issues seamlessly.

Key Highlights:

1

Fastest ERPOps implementation eliminating high costs for incumbent tools and reducing complexity of licensing

2

Supported one of the most successful Black Friday sales with no SEV1, SEV2 incidents in scope.

3

De-risked operations by replacing incumbent tool to create further business resilience