

Internal Success Story

Digital Transformation of a Leading Canadian Telecom's IT Operations

Delivering proactive health checks, automated patching, and event resolution through AI-driven operations

About customer



A leading Canadian communications and media company, serving millions of customers across wireless, internet, cable, and enterprise services. With a national presence and strong digital infrastructure, the customer operates in a high-compliance, high-availability environment where downtime impacts millions of users and critical operations.

Business context



The customer was facing significant challenges in maintaining high availability across complex IT environments, especially applications and infrastructure that support regulated operations and consumer-facing services. Existing systems relied heavily on manual efforts, lacked visibility, and could not proactively identify or resolve critical events — resulting in delayed incident resolution, inefficient resource allocation, and unplanned outages. The customer implemented Digitate's ignio™ platform to accelerate its journey toward self-healing operations through AI-led automation.

The Problem:



Manual processes created risk, delays, and operational blind spots

Manual workflows caused errors, slow response times, and compliance risks—leading to outages, missed issues, and reduced productivity.

Key issues:

- Manual patching across PCI-regulated servers resulted in human errors, failed validations, and compliance risk.
- Alert fatigue due to duplicate events, lack of categorization, and high time-to-resolution (~2 hours per incident).
- Application health checks were done manually across 77 apps and 140+ URLs, often failing to detect issues early.
- Outages impacted QA cycles, launch timelines, and internal productivity due to unnoticed application-level failures.
- Change management required multiple teams for domain restarts and was time-intensive and error-prone.

The Solution: Intelligent automation at scale with ignio AIOps

ignio™ AIOps was deployed to automate patching, event handling, and incident response—improving compliance, and uptime.

01	Real-Time Alert Management	• Deployed ignio AIOps for auto-patching, intelligent event management, and blueprint-based health check execution.
02	Intelligent Noise Suppression	• Integrated with ServiceNow for real-time ticket creation, change request fulfillment automation, and compliance logging.
03	Cloud Cost Visibility	• Leveraged Sitescope integration to ingest alerts and auto-classify incidents.
04	Predictive Forecasting	• Enabled incident triaging and self-healing.
05	Governance & Compliance	• Built centralized dashboards for 24/7 visibility into app health, alerts, and service statuses.

The Outcome: Boosting IT efficiency with automated solutions

Automation eliminated manual patching, cut incident repair time, and sped up alert resolution. Frequent health checks reduced outages, while process compliance and restart automation cut manual tasks.

**60% ALERT NOISE
SUPPRESSION**

**90% FASTER MEAN
TIME TO DETECT**

**2% BUDGET
DEVIATION VS FORECAST**

- Automated incident creation ensured continuous visibility across the IT landscape.
- Centralized dashboard for actual and projected AWS spend aligned financial governance with IT operations.
- Enhanced compliance and security posture through tag-based governance across AWS accounts.
- Delivered tangible efficiencies in both support resourcing and infrastructure cost control.

Let's talk If your operations team is feeling the heat from alert overload and rising cloud costs —let's talk. We'd love to show you how ignio™ can help you achieve the same results, quickly.

Digitate is a leading software provider bringing agility, assurance, and resiliency to IT and business operations. ignio™, an award-winning AIOps software, reimagines enterprise IT and business landscape with its unique and innovative closed-loop approach that combines context, insights, and intelligent automation to autonomously resolve and prevent issues. ignio's customers span across industry verticals and include large, global enterprises that are leaders and innovators in their respective industries. Digitate is headquartered in Santa Clara, California, USA and Pune, India.

For more information, reach out to us at contact@digitate.com or visit www.digitate.com.