

:digitate



ignio  
**AIOps**

## Product Overview

SaaS

Open Developer  
Studio

10X  
Scalability

Enhanced  
ML and AI

Intuitive  
Dashboard

Multi-lingual  
Support

## Business Challenges

Today, the unmet need of enterprises is an agile, resilient and efficient enterprise IT to meet the customers' expectation of a great digital experience. In reality, the IT teams face numerous challenges like understanding the infrastructure complexities, long delays in isolating and resolving IT faults and inconsistent and variable quality of operations. Due to lack of end-to-end visibility of the IT landscape and persistent reliance on legacy tools for IT functions, the operations teams mostly respond reactively and are unable to predict and prevent IT problems. There is also a heavy reliance on people and tacit knowledge thereby increasing the operational risk of human error.

## Digitate Solution

ignio™ AIOps is an AI driven software that judiciously combines Enterprise IT context, insights and automated actions to deliver resilient, agile and autonomous IT operations across hybrid environments, while eliminating repetitive manual processes and contentious war rooms.

It detects and assesses the deviation in system behavior, triages and resolves the incidents, predicts the future state and prescribes actions proactively to prevent any disruptions of datacenter operations.

## Key Features

- Creates a comprehensive graph model of IT, connecting applications to platforms to infrastructure
- Identifies changes, trends, patterns, and outliers
- Detects anomalies based on normal behavior profiles
- Predicts alerts based on observed trends and prioritizes them based on business impact
- Suppresses redundant or false alerts intelligently
- Aggregates correlated alerts using industry- leading rule, case and model-based reasoning patterns
- AI-based automated root cause analysis and self-heal of incidents
- Best in class, model-driven adaptive automation; pre-built, ready-to-use end-to-end automation for over 40 technologies
- Predicts problems and eliminates them proactively
- Automated patch management and prediction of issues due to patches
- Updated Health check dashboard indicating change in configuration parameters
- Proactive compliance controls for on-premise and cloud environments with over 5500 OOB compliance controls supporting industry benchmarks
- Automated remediation support of compliance failures with over 1000 pre-built fixes
- Mobile App support for notification and remediation of issues
- Omni channel experience for Collaboration room
- Proactive problem identification and performance and capacity optimization for infrastructure, services and cloud
- Cloud Cost Management and Optimization
- Cloud Governance and Visibility
- Service availability and incident management



Fig. 1- Core capabilities of ignio™ AIOps

## Key Benefits

Reduces time required to recover from an IT outage by 90%

Reduces up to 90% of time required to process user requests

Reduces the operational risk by more than 90%

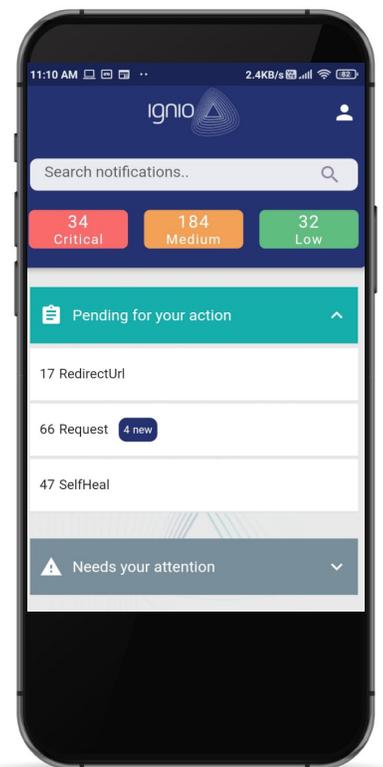
Reduces manual effort spent on managing IT Operations up to 60%

Helps identify and eliminate up to 40% of issues proactively

Improves governance and business resiliency

## Product Details

- **Learns context** and provides a single source of truth about enterprises' IT landscape. ignio AIOps assimilates data from technology-specific sources, application logs, monitoring tools and infrastructure inventories to create an end-to-end view that connects applications to middleware to infrastructure. It profiles the dynamic data and self-learns normal behavior of IT components to provide deeper visibility into the IT landscape.
- **Manages alerts** and draws human attention to just the right alerts at the right time. ignio provides an end-to-end intelligent alert management solution that predicts, filters, prioritizes, correlates, aggregates and resolves alerts autonomously. It correlates alerts and prioritizes them based on their inferred risk and business impact. By discovering and self-learning rules from alert data and learning from user based feedback, ignio continually enhances its own ability to manage alerts.
- **Handles incidents** rapidly with a first time-right diagnosis and action prescription. Automates triaging using advanced AI-based reasoning techniques to identify the root cause of an incident. ignio leverages the enterprise IT context to identify and prescribe the best action for an incident. For incidents that need to be handled manually, it auto-creates collaboration rooms for accelerated data and insights-driven incident triage and resolution. ignio performs expert resolver analysis for intelligently identifying the best expert in the team for collaborating with ignio to handle a given ticket. With ignio mobile App get notified about critical issues and take corrective actions on the go.
- **Performs end-to-end technology lifecycle activities autonomously.** ignio comes with thousands of pre-built automation libraries covering technology lifecycle activities such as patching, provisioning, validation, configuration, compliance management, backup and restore spanning across 40+ technologies. ignio constructs automation procedures on-the-fly which are context specific, making the automation adaptive and intelligent in nature. By leveraging ignio's IDE, Studio, it also allows customization and extension of pre-built automation knowledge to accommodate enterprise specific automation needs.
- **Proactively prescribes actions to continually improve operations.** ignio performance and capacity solution leverages ML to provide key capacity insights which helps identify risks and opportunities with recommendations for optimizing infrastructure and service capacity proactively.



Now expedite your real-time IT operations with ignio Mobile App

**GET NOTIFIED AND  
ACT ON THE GO!**

Apart from on-prem and Cloud hosted deployment models, ignio AIOps is also available as a scalable, cloud-hosted software-as-a-service (SaaS) with a flexible pay-per-use payment model. Get your SaaS instance running in just 1-2 days. Benefits range from low up-front costs, hassle-free patches and latest upgrades, 99.9% service availability, encrypted data stores and anytime, anywhere accessibility.

# ignio AIOps Value Proposition



Fig. 2 - ignio™ AIOps : Translating Features to Customer Values



IMPACT 50 list  
for Q2 2020



Best Application of AI in  
the Enterprise - US & UK



Self-Awareness  
Category



EMA Radar  
for AIOps



Best Overall AI Company  
of the Year



Software Company  
of the Year



Most Innovative Tech  
Company of the Year



Fastest Growing Software  
Company of the Year



Software Defined  
Infrastructure

## Digitate Offices

### North America

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USA

### Asia

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Maharashtra

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## Testimonials

*"Digitate successfully delivers on its vision for "autonomous IT operations" with ignio AIOps. The platform provides observability, as well as predictive and prescriptive insights to enable actions ranging from remediation, to change impact analysis and capacity planning across the full IT infrastructure. It does this through thousands of prebuilt, out-of-the-box automation options combined with an extensive library of AI/ML algorithms."*

- EMA Radar for AIOps

*"Excellent AIOps product to reduce IT operational cost"*

- Application Architect,  
Leading Manufacturing Company

*"ignio has the flexibility to be implemented in any size organisation, and handle well complex environments where security restrictions in place. We use Ignio to automate, incidents, requests and change governance, and this is working well and saving approximately 5800 man hours a year."*

- Senior Product Manager,  
Leading Banking and Financial Services Company

*"Best AI Ops Platform!! We are currently using ignio AIOps in Production Operations for proactive and predictive monitoring as well as self-healing to manage alerts and incidents autonomously."*

- IT Manager, Retail Company

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](mailto:contact@digitate.com) or visit [www.digitate.com](http://www.digitate.com).