:digitate

ignio™
AI.Digital Workspace
A Self-healing Digital End-user Experience Management Product

No Forms | No Calls | No Wait

Product Overview

SaaS

HA Compliant

50+ OOTB usecases

27+ Dashboard Widgets

Multi-lingual Support

Engaging User Experience

Robust Performance and OAuth Authentication

AI-powered Chatbot

ignio
AI.Digital Workspace

Create a Happy, Frustration-free and Highly Productive Employee Workspace Experience

ignio AI.Digital Workspace autonomously detects endpoint issues, triages and remediates them. It offers an intuitive self-service app for end-users, an intelligent dashboard for service desk teams and endpoint blueprint at the core. It has proven highly effective in cutting down unnecessary IT costs, warranting uninterrupted endpoint availability and accurately predicting the impact of technological changes on the IT landscape.

Product Benefits

Find and fix endpoint issues before they disrupt the workday. Reduce anxiety of IT service desk teams, create a happier, highly productive digital workspace for employees that leads to superior customer experience and improved agility with better business outcomes.

FOR EMPLOYEES

- Happier Workspace experience
- Less wait time for SD ticket resolution
- Improved Productivity

FOR THE SERVICE DESK TEAMS

- Less L1 Trouble Tickets and MTTR
- Secured and Compliant Workspaces
- Lower IT Procurement Costs
- Less False Incident Alerts
- Endpoint Health Score

FOR THE IT ADMIN

- Server-side automation
- Preventing recurrence of repetitive issues
- Reduced MTTR for Events and

FOR THE BUSINESS

- Enhanced Customer Experience
- Ease of Digital Transformation
- Superior Business Outcomes

Employee: End user of devices, applications and networks within the enterprise or IT contractors. Not customers consuming business applications or web apps.

Let ignio AI.Digital Workspace do the heavy lifting for you!

ignio Self-heal App

Installed on every endpoint device for application troubleshooting, performance tuning, health and compliance checks.

Self-heal Incidents
- Pre-packaged knowledge for autonomous remediation
- Event detection service
- 50+ Commonly occurring system and application faults
- 100% Offline availability

Endpoint Health & Compliance
- Device health checks
- Compliance checks
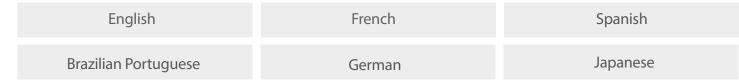- Performance tuning activities

Enterprise Dashboard

Provides intelligence and recommendations around devices and issues within the enterprise. It comprises several widgets that deliver the information to the service desk teams.

- Displays endpoint distribution, usage patterns and builds user context
- Offers intelligent insights and proactive recommendations
- 27+ widgets to show usage, fixes, health and compliance of your endpoints

Endpoint Blueprint

It maps and builds a model for all the endpoint devices, attributes, precedencies and interdependencies across the enterprise. This component is at the core of the ignio cognitive automation platform.

Multilingual support

English	French	Spanish
Brazilian Portuguese	German	Japanese

Server-side Automation

It reduces manual effort spent on managing IT Operations with automation of server-side technology

- O365
- Exchange
- Active Directory
- Mobile Device Management

AI-powered Chatbot

ignio AI.Digital Workspace provides an AI-powered Chatbot using MS Teams interface. Employees can now interact with the Chatbot to get instant resolution for their IT issues. Using ignio Studio, enterprises have the flexibility to on-board any use case of their choice. They may train the Chatbot with their own utterances. This is a step towards achieving a truly zero-touch IT service desk experience as it pre-empts the need to raise trouble tickets.

Enhanced Data sharing Capabilities

ignio AI.Digital Workspace offers a new data sharing API for third-party products making it easier to consume incidents, alerts and other endpoint-level data from the ignio App.

Flexible Use case Onboarding

The product offers total flexibility and control by allowing to pick and choose the actions and dashboard widgets that you desire to include in deployment. Maximize usage and returns by removing any surprises or redundancies.

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Secure Clients and Access Points

ignio AI.Digital Workspace along with Arista's Cognitive Wi-Fi solution offers protection against un-authorized connections, rogue access points (AP) and delivers a secure network safe from breaches or attacks thereby improving performance, security and availability across all endpoints. This added intelligence at the network layer, helps bolster the network security and resolve access issues for employees instantly.

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ignio AI.Digital Workspace is also available as a scalable, cloud-hosted software-as-a-service(SaaS) with a subscription-based payment model. Get your SaaS instance up and running in just 1-2 days. Benefits range from low up-front costs, no worries about applying patches and installing the latest upgrades. Encrypted data stores, anytime, anywhere accessibility and 99.9% service availability.

"Digitate has developed a solution that can in real time provide actionable information based on the wealth of data organizations already have within their systems…delivering proactive business intelligence on mission-critical workloads."

– Ovum On the Radar

"ignio binds together disparate yet interconnected business applications and their underlying infrastructures to perform actions autonomously and drive smart decision making."

- Artificial Intelligent Systems, IDC

Best Application of AI in the Enterprise - US & UK

Self-Awareness Category

Best AI Company

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

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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.