

:digitate



ignio

AI.ERPOps

Product Overview

SaaS

Open Developer
Studio

10X
Scalability

Enhanced
ML and AI

Intuitive
Dashboard

Multi-lingual
Support

ignio

AI.ERP.Ops

ignio AI.ERP.Ops is an insight driven Cognitive automation product for Smooth SAP operations.

ERP systems such as SAP form the operations backbone for many enterprises. They are complex and are integrated with multiple applications. Any problems and downtime can lead to mammoth operational losses and in-turn revenue loss. Hence, it is imperative for enterprises that ERP systems are up and running around-the-clock.

Some challenges that Enterprises face include:

Increased operations cost due to high incident resolution time.

Lack of business assurance caused by low enterprise-wide visibility and improper data handling.

Heavy reliance on tacit knowledge of subject matter experts and support teams.

Performance delays, compliance breaches, reactive response that hampers business, resulting in poor customer experience.

ignio™ AI.ERP.Ops improves business outcomes by detecting anomalies, providing analysis with recommendations and preventing business transaction failures by taking actions. The product enables accurate and on-time financial reporting, sales forecast, billing, shipping, deliveries, vendor payments, etc. that adds agility to your business and enhances customer experience.

It will make your Order to Cash and Procure to Pay cycles prompt and effective. Features like dashboards and reports, cognitive automation, faster and autonomous ticket resolution, make your enterprise intelligent. With proactive reduction of IDoc transactional errors, faster and autonomous ticket resolution, regular system health checks, and automating the BASIS admin tasks such as user management, ABAP dump analysis, etc. the dependency on SAP experts is reduced, helping you grow your business.

Key Features

Silent and Seamless Operations

- Regular system health, self-healing
- Notes Analysis - identifies, prioritizes, and recommends
- Business Warehouse process chain monitoring.
- Maintains consistency in master data and recommends solutions
- Solution Manager analytics help reduce alert noise

IDoc and Incident Management

- Triaging, cognitive automation and self-healing for IDoc incidents.
- Automates up to 40% of tickets in P2P and O2C areas
- Blueprinting, Causal analysis and Autonomous handling of incidents
- Dashboards and reports reduce dependency on ERP experts

Rapid Service Fulfillment

- Automates up to 50% of BASIS administration
- Provides multiple capabilities (User Management, ABAP Dump Analysis, Job Management, Impact Assessment, etc.)
- Reduction in MTTR by up to 90%
- End-to-end automation of configuration changes

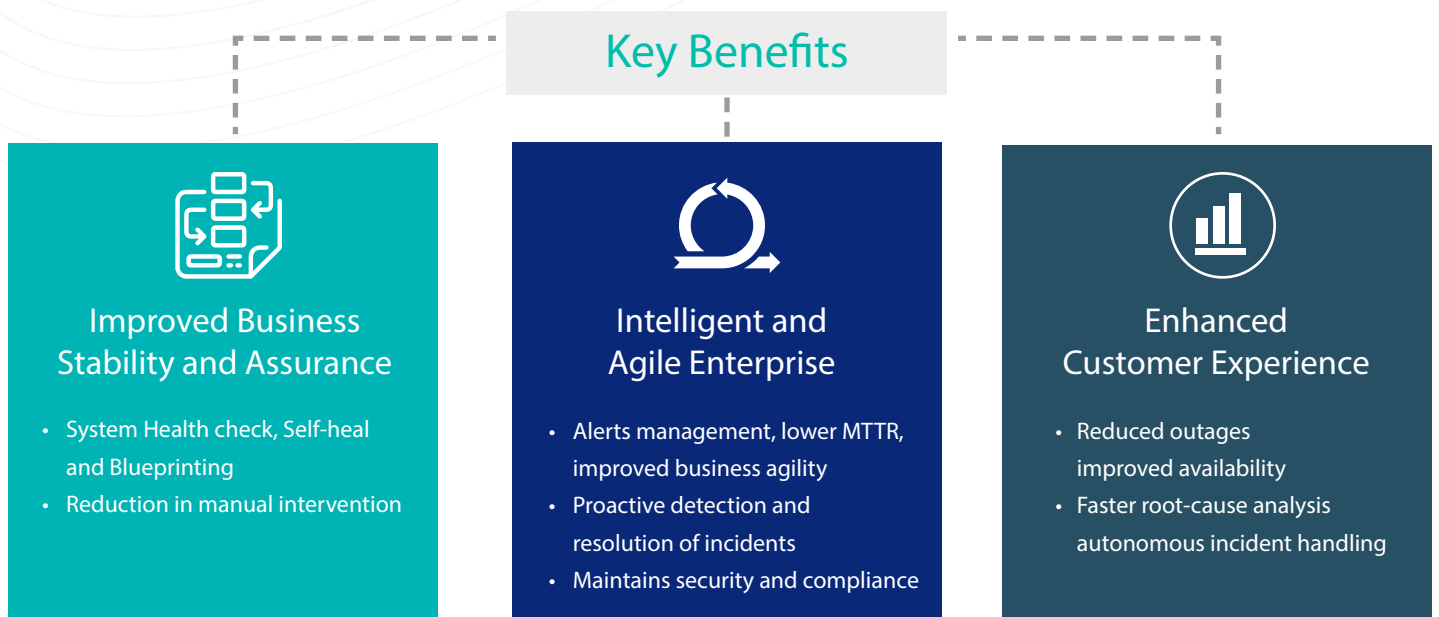
Why ignio AI.ERPOps?

ignio AI.ERPOps offers end-to-end automation (sense-analyze-act) for incidents and service requests in ERP. It offers a combination of functional and technical automation for Enterprises using ERP. Complemented with ignio™ AIOps, the capabilities can be extended to the whole IT ecosystem along with ERP.

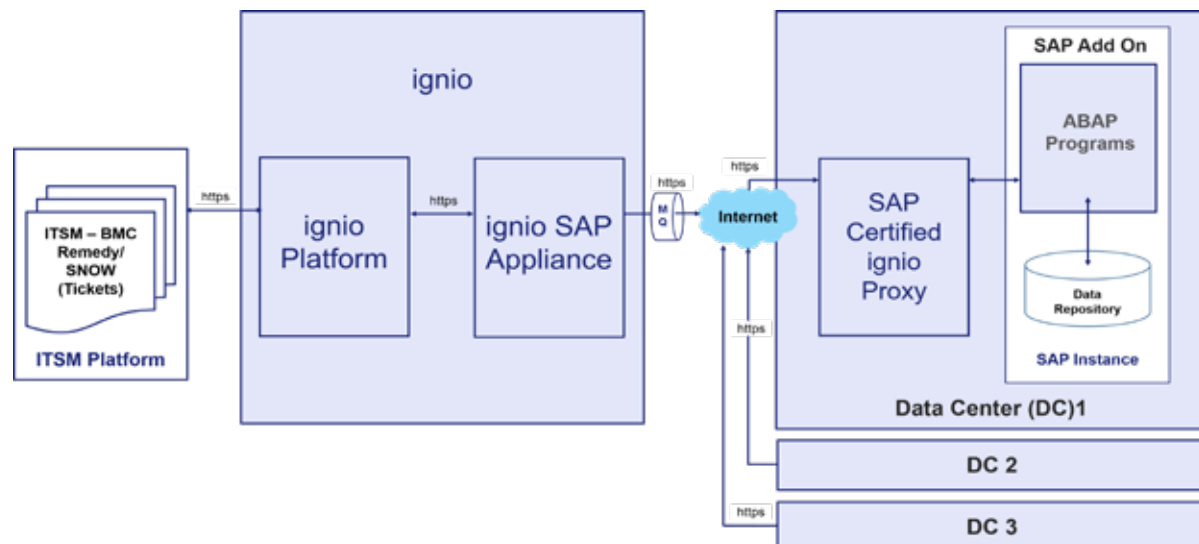
What's New in Our Latest Update?

- DIY add or modify custom cases as per requirements
- ignio AI.ERPOps supports SAP S/4 HANA 1709 and 1809 Enterprise management along with ECC 6.0, BW, SRM, SolMan for more secure connections
- Cyberark and Cloakware support - for more secure connections

ignio AI.ERPOps 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. 99.9% service availability, encrypted data stores and anytime, anywhere accessibility.



Architecture Diagram



Testimonials

"...the continuous focus that ignio demonstrates to tackle IT challenges, such as support for SAP, will help to further advance the field of artificial intelligence in businesses."

– Dave Schubmehl, Research Director for Cognitive/AI Systems, IDC

"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 software venture of TCS. Launched in 2015, Digitate's ignio is an award-winning solution that reimagines enterprise IT operations with its unique and innovative design that blends artificial intelligence, machine learning, and advanced software engineering to quickly and autonomously resolve issues when they arise, and preempt incidents wherever possible. ignio has been adopted by large, global enterprises, mostly Fortune 500 and Global 2000 corporations, which are leaders and innovators in their respective industries. Digitate is headquartered in the heart of the Silicon Valley in Santa Clara, California, USA and Pune, India.

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