

Driving business
agility

:digitate



Strategic Imperatives

Objective: Leverage AI & automation to redefine operating model

Heavily outsourced IT operations:
Multi-vendor landscape



Cognizant

accenture



TATA CONSULTANCY SERVICES

Large and complex IT environment

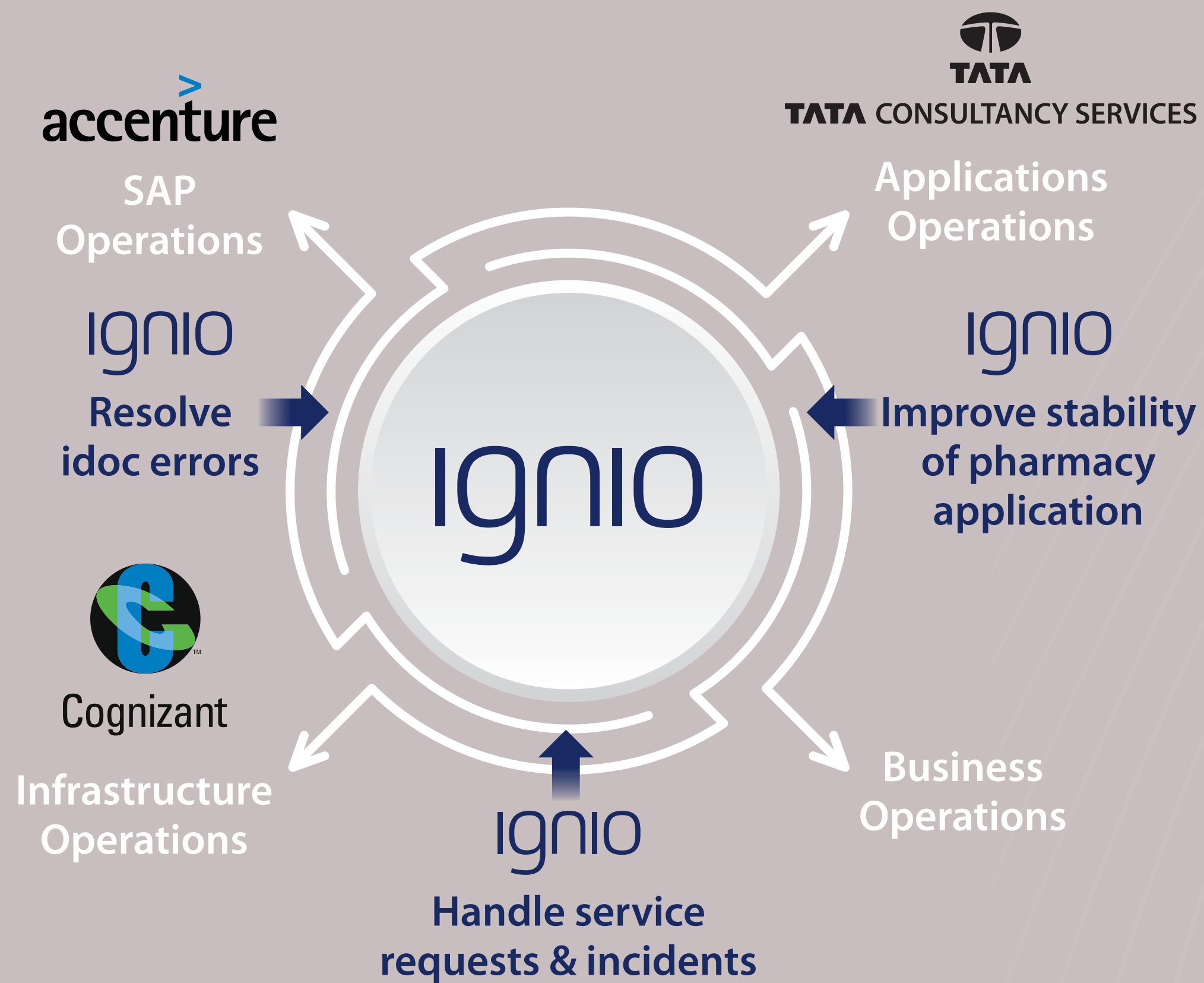
- 20000+ servers across 3 major data centers
- 13+ production systems across SAP landscape
- Applications involving 1200+ pharmacy stores' infrastructure servers

:digitate



Ignio in action

Manage 24 peak season critical applications proactively



:digitate



Value delivered

Infrastructure Ops

~15000+ tickets per month solved autonomously

SAP Ops

Proactive correction of store operations issues

No calls from stores to service desk

Application Ops

~700 tickets per month solved autonomously

95% improvement in MTTR



“

“Due to the complexity of Loblaws I soon realized that a combination of processes and humans wouldn't fit. We needed to have a machine managing the machines. Only ignio™ was able to give us that level of price, efficiency and maturity that would fit our need.”

Vice President

”

