digitate

ignio

AIOps

Product Overview

SaaS **Open Developer Studio** **10X Scalability** **Enhanced ML and AI** **Intuitive Dashboard** **Multi-lingual Support**

ignio

AIOps
AI-driven software for Autonomous IT Operations management

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 ITOps, the operations teams mostly respond reactively and are unable to predict and prevent IT problems. There is also a heavy reliance on people & tacit knowledge thereby increasing the operational risk of human error.
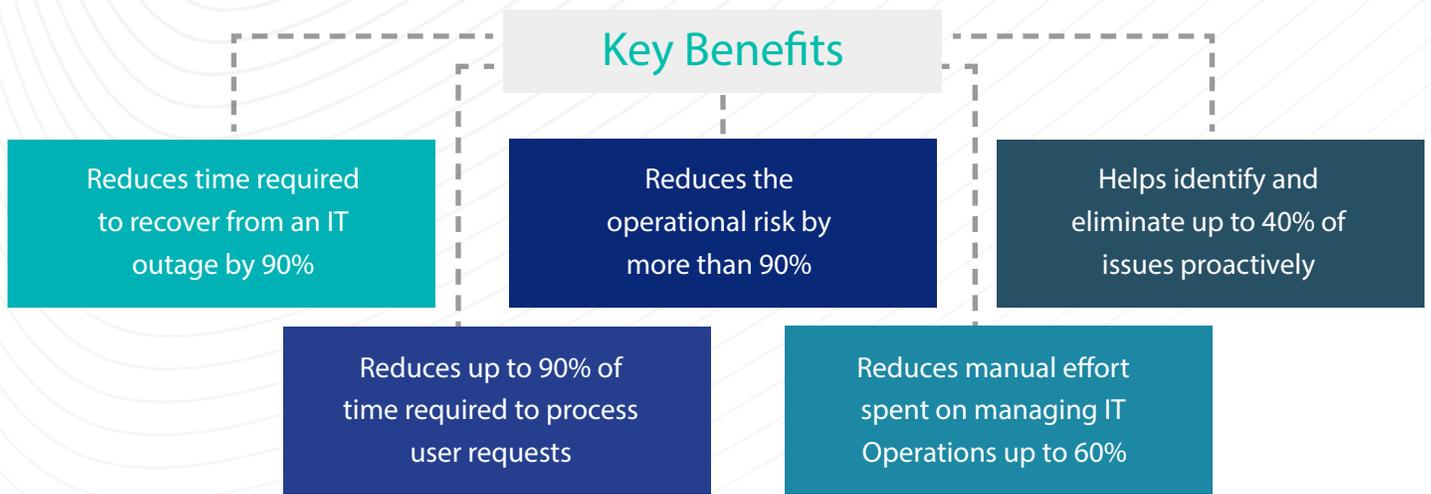
Digitate Solution

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 while eliminating repetitive manual processes and contentious war rooms. It acts as an intelligent virtual expert that 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.

Fig. 1- Core capabilities of ignio™ AIOps

Key Features

- Creates a comprehensive graph model of IT connecting applications to platforms to infrastructure.
- Identifies changes, trends, patterns and outliers.
- Highlights critical resources that need close watch and problematic technology resources.
- Detects anomalies based on normal behavior profiles.
- Predicts alerts based on observed trends.
- Suppresses redundant or false alerts intelligently.
- Aggregates correlated alerts using industry leading rule, case and model based reasoning patterns.
- Prioritizes alerts based on business impact.
- AI-based automated root cause analysis and self-heal of incidents.
- Best in class, model-driven adaptive modular automation.
- Pre-built, ready-to-use end-to-end automation for 40+ technologies.
- Predicts problems and eliminates them proactively.

Key Benefits

Reduces time required to recover from an IT outage by 90%	**Reduces the operational risk by more than 90%**	**Helps identify and eliminate up to 40% of issues proactively**
Reduces up to 90% of time required to process user requests	**Reduces manual effort spent on managing IT Operations up to 60%**	

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 with expert resolvers.

- *Performs end-to-end technology lifecycle activities autonomously.* ignio comes with a pre-built automation library covering more than 5000 technology lifecycle activities such as Patching, Provisioning, Validation, Configuration, 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. It leverages ignio's IDE, Studio for customization and extension of pre-built automation knowledge to accommodate enterprise specific automation needs.

- *Proactively prescribes actions to improve the operations continually.* ignio leverages ML to provide key insights which help identify capacity risks, manage capacity planning and recommend actions to optimize capacity proactively.

What's New?

1. Real-time Enterprise IT health check dashboard with geographical view.
2. Expert resolver analysis for intelligently identifying the best expert in the team for collaborating with ignio to handle a given ticket.
3. Collaboration Room for accelerated data and insights-driven incident triage and resolution.
4. Cloud Ops module to manage operations related to native Azure and AWS Cloud estate.
5. Cloud Sprawl to proactively eliminate unaccounted cloud costs within your enterprise.
6. Cloud Waste to proactively identify and eliminate cloud-related cost inefficiencies.
7. Proactive identification of performance and capacity risks.
8. Automated capacity planning.
9. Proactive recommendation to optimize capacity.

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 up and 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

Learn Context · Manage Alerts · Handle Incidents · Optimize Proactively · Perform Actions

ignio AIOps *Delivering Value*

Enhanced Customer Experience

Improved Business Agility

Improved Business Outcome

Reduced Incidents

Reduced MTTR

Reduced Alerts

Business Values

Operational Values

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

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

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

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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 or visit www.digitate.com.