ignio

AI.Digital Workspace

Workspace Experience

ignio™ AI.Digital Workspace autonomously detects endpoint issues, triages and remediates them. The Self-service app for end-users is an intelligent dashboard for service desk teams and endpoint blueprint at the core. It helps cut down unnecessary IT costs, warranting uninterrupted endpoint availability and accurately predicting the impact of technological changes on your IT landscape.

Product Benefits

FOR EMPLOYEES
- Less wait time
- Lower turnover intention
- Productivity gains

FOR THE SERVICE DESK TEAMS
- Less tickets and escalations
- Reduction in MTTR
- False alerts suppression
- Lower IT procurement costs

FOR THE BUSINESS
- Boost Net Promoter Score (NPS)
- Lower cost of ownership
- Revenue gains for less downtime

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

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
- 30+ Commonly occurring system and application faults
- 100% Offline availability

Endpoint Health & Compliance
- 15+ Device health checks
- 6+ Compliance checks
- 6+ 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
- 25+ widgets to show usage, fixes, health and compliance of your endpoints

Endpoint Blueprint

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

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. Low up-front costs, hassle-free patches and upgrades. Encrypted data stores, anytime, anywhere accessibility and 99.9% service availability.

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About INNOVANA SOLUTIONS

Cloud-based technologies have radically transformed the way we work. **Innovana Solutions (is)** transforms the way these technologies are ideated, delivered and supported, powering your organization into the next generation of workplace productivity.

Learn more about the power of **is** at **innovana.com/is**

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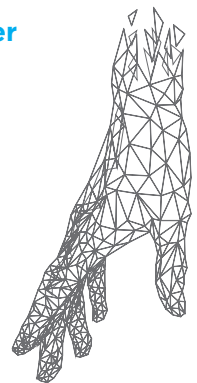
Book a FREE Consultation

INNOVANA SOLUTIONS
Call **647.256.5141** or email us at
info@innovana.com

The Revolution **is** Here.

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.

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