:: digitate

ignio

AI.ERPOps

ignio

AI.ERPOps
Enabling autonomous SAP operations

digitate

ignio^{TM} **AI.ERPOps - an AI-based insight driven product for autonomous ERP operations to shift from reactive to proactive operations. Break the shackles and embrace the power of Artificial Intelligence (AI) and Machine Learning (ML) to achieve smart technical and functional SAP ERP operations.**

Customer Challenges

Businesses often find it difficult to maintain smooth SAP operations and face challenges such as scale, diversity, complexity of SAP landscapes, knowledge and operational silos.

These issues lead businesses to operational losses, system downtimes, huge manual dependency and eventually revenue loss. Hence, the goals for business leaders are to:

- Remove operational silos and improve visibility
- Enhance business outcomes
- Reduce manual dependency by adopting automation
- Attain digital transformation in the organization
- Attain improved and uninterrupted SAP operations

ignio Solution

ignio AI.ERPOps helps address mentioned challenges and improve business outcomes by detecting anomalies, providing analysis with recommendations, and ensuring business continuity by taking actions.

The product enables accurate and on-time financial reporting, sales forecast, billing, shipping, deliveries, vendor payments, and so on that adds agility to your business and enhances customer experience. It makes your order to cash and procure to pay cycles prompt and effective.
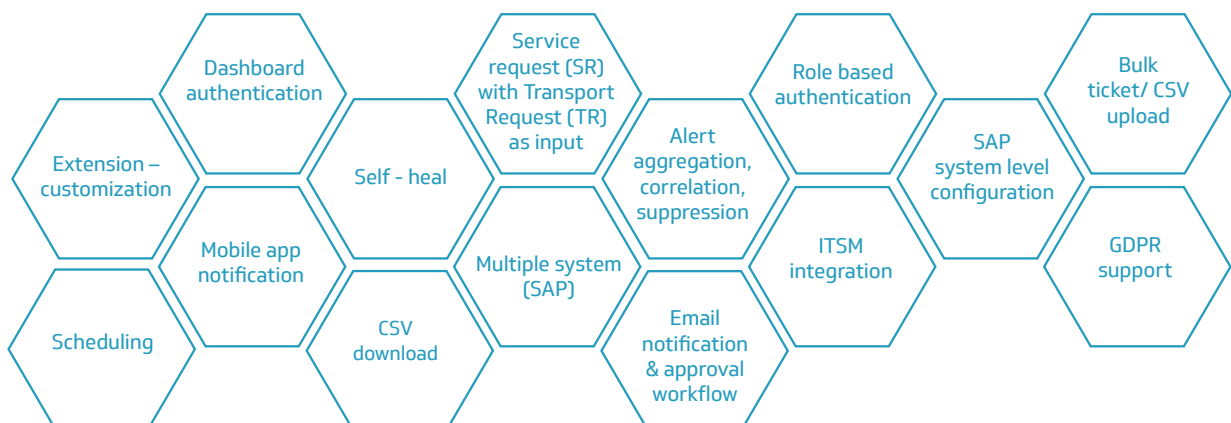
Features such as dashboards and reports, intelligent automation, faster and autonomous ticket resolution makes your enterprise intelligent, reduces the dependency on SAP experts, and helps you grow your business.

ignio AI.ERPOps is certified by SAP

SAP® Certified
Integration with SAP Applications

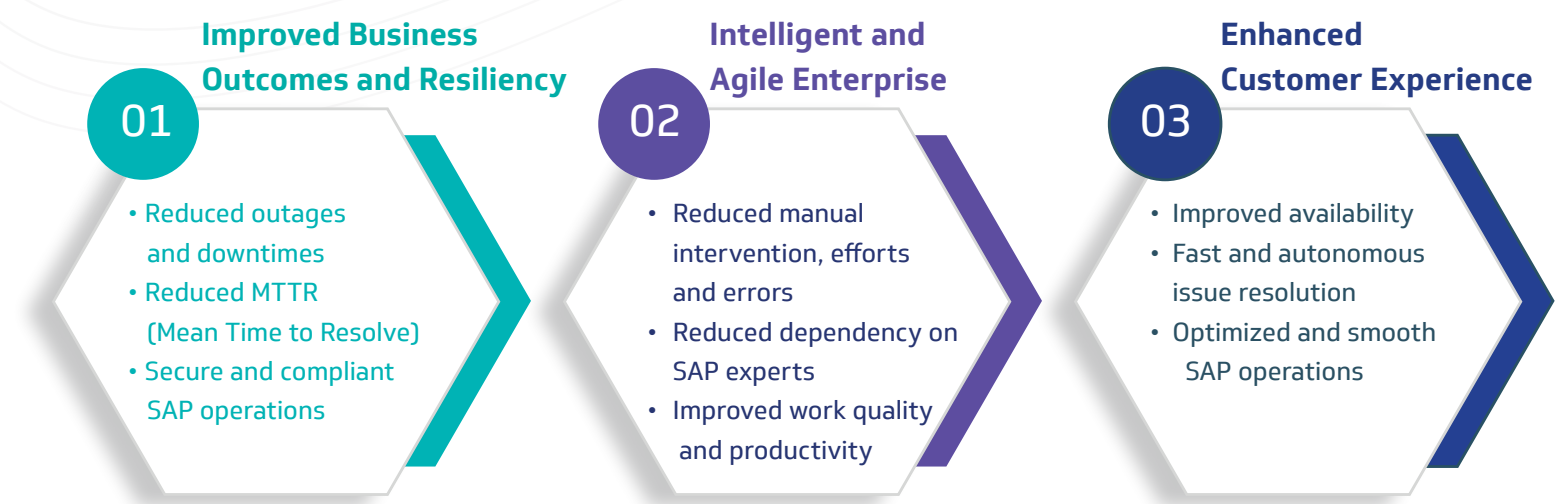SAP® Certified
Integration with SAP S/4HANA®

Features

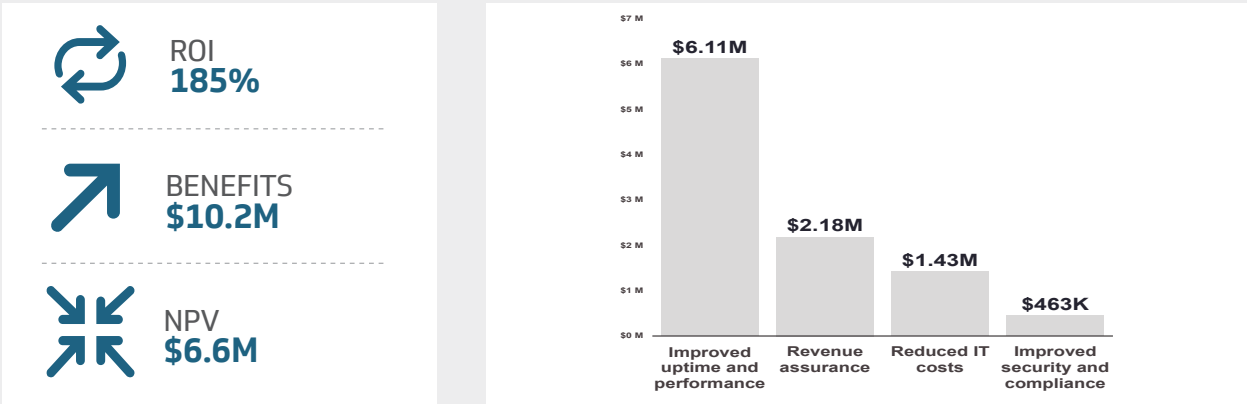- Extension – customization
- Dashboard authentication
- Self - heal
- Service request (SR) with Transport Request (TR) as input
- Alert aggregation, correlation, suppression
- Role based authentication
- SAP system level configuration
- Bulk ticket/ CSV upload
- Mobile app notification
- Multiple system (SAP)
- ITSM integration
- GDPR support
- Scheduling
- CSV download
- Email notification & approval workflow

Key Use cases

IDoc management	Job management	ABAP dump analysis
Monitor, prioritize and fix IDoc errors autonomously	Critical SAP background Jobs monitoring	Intuitive dashboard and recommendations
Service requests	**SAP security and compliance**	**Master data sanity check**
Automate Routine, Time consuming and effort intensive SRs	User, role and password management	Help resolve data inconsistencies
SAP system, functional, HANA DB & web UI health checks	**Solution manager alert integration & analytics**	**Impact assessment**
Maintain healthy systems throughout	Alert management & predictive analytics on TechMon & BPMon data	Effective SAP transport management

Key Benefits

Improved Business Outcomes and Resiliency
01
- Reduced outages and downtimes
- Reduced MTTR (Mean Time to Resolve)
- Secure and compliant SAP operations

Intelligent and Agile Enterprise
02
- Reduced manual intervention, efforts and errors
- Reduced dependency on SAP experts
- Improved work quality and productivity

Enhanced Customer Experience
03
- Improved availability
- Fast and autonomous issue resolution
- Optimized and smooth SAP operations

Forrester Total Economic Impact (TEI)

3-year composite results based on Digitate customer interviews, independent analysis and financial modeling.

ROI **185%**

BENEFITS **$10.2M**

NPV **$6.6M**

Improved uptime and performance	$6.11M
Revenue assurance	$2.18M
Reduced IT costs	$1.43M
Improved security and compliance	$463K

AI.ERPOps is 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.

Customer Testimonials

"Investing in a comprehensive automation approach amid challenges and during disruptions not only helps the enterprise become resilient, but also helps it accomplish a high quality of output with significantly reduced risk of errors and regulatory issues.

– Senior Vice President of Information Systems,
Leading Japanese Pharmaceutical Company

"Intelligent automation is unlocking significant value for us by combining end-to-end business process improvements with foundational to more advanced automation solutions.

– J&J - Global Pharmaceutical
and Consumables Manufacturer

"Harnessing the power of automation and AI in IT support represents a big step forward in Eaton's digital transformation journey. This compliments mature automation practices at Eaton. With ignio AI.ERPOps, we strive towards better user experience and customer satisfaction by improving overall operational efficiency. We look forward to working with Digitate to expand the usage and coverage of the ignio suite."

– Eaton - Leading Energy Company

INNOVANA™
S O L U T I O N S

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.

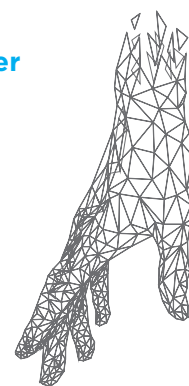Learn more about the power of **is** at **innovana.com/is**

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The Revolution **is** Here.