A TATA CONSULTANCY SERVICES VENTURE

:digitate

ignio™
Empowering People to do More!

KEY FEATURES

The four key cognitive capabilities of ignio help organizations run IT applications and infrastructure more efficiently:

- Become Context-Aware
- Derive Insights and Drive Smart Decisions
- Act Intelligently
- Learn Continuously

The rapid march towards digital enterprises has put significant pressure on information technology (IT) to be more agile. Organizations look to IT to lead the technology transformation in order to keep up with, or even leapfrog the competition.

> *A new generation of companies has evolved that are ostensibly traditional, but are now turning into IT companies that "happen to offer" traditional products and services.*

The urgency for organizations to transform only accelerates in the hyper-connected world. Even as the complexity of managing existing applications and infrastructures increases, IT budgets have continuously stagnated or fallen over the last decade. Further exacerbating the pressure on IT is that over 60 percent of budget is spent on keeping the existing environment running, leaving diminished resources for innovation.

We are now at a tipping point, at which business as usual is no longer sustainable. How can we help free IT from constant firefighting and enable it to focus on strategically transforming to a digital enterprise?

Digitate addresses these challenges facing the IT environment with ignio™, an innovative cognitive automation solution.

ignio – Cognitive Automation for IT OPs

ignio is a leader in enterprise cognitive automation for IT Operations. With over 30 years of IT expertise through its lineage with Tata Consultancy Services, ignio brings unprecedented levels of contextual intelligence to transforming enterprises. ignio binds together disparate yet interconnected business applications and their underlying infrastructures to perform actions autonomously and drive smart decision-making.

Become Context-Aware

In any organization, understanding the business context is critical in order for IT to bring business value. Simply possessing a wealth of technical knowledge doesn't necessarily mean it can be applied in any circumstance. ignio comes pre-built, reflecting 30 years of proven IT expertise from TCS; once deployed, it focuses immediately on learning your business context.

ignio also captures tacit knowledge that has traditionally been so hard to document. This helps preserve critical knowledge and details that are pertinent to the proper operation of the business.

Blueprinting

Once enabled, ignio starts off with a process that reveals application interdependencies. This process identifies the applications and various infrastructure components within the enterprise environment.

- Unlike traditional management tools that operate within technology silos, Blueprinting uncovers the interdependencies between applications, business functions, and infrastructures that are all interconnected. This allows IT to rapidly identify the root cause of any issue and immediately take corrective action(s).

- Blueprinting provides a real-time, 360-degree view of the entire IT environment and automatically updates relevant systems when changes are made. This allows IT to always operate with the most up-to-date intelligence.

Enterprise Systems Integration
- ignio integrates with existing enterprise infrastructure and applications. This ensures that customers can continue to benefit from existing IT investments.

Derive Insights and Drive Smart Decisions

Once ignio has built an initial blueprint of the enterprise environment, it then derives insights from multiple data sources, both structured and unstructured, to facilitate better decisions in the IT environment.

This capability helps IT significantly improve a business's fulfillment of Service Level Agreements (SLA) by minimizing common errors that result from managing IT technologies within their own respective silos. IT becomes more agile as ignio reduces the time needed to model and analyze business and technology change decisions from months to minutes. These time savings allow businesses to make faster and more accurate decisions and drive competitive advantage.

Characterize Normal Behavior
- ignio creates a baseline temporal, spatial view of the various infrastructure resources and components. This normal state of behavior allows IT to monitor their environment more effectively and see the health of the underlying systems in a multi-dimensional view.

- With full visibility of the infrastructure, including the normal state of behavior at any given time, ignio intelligently correlates events to determine the next course of action.

ignio is designed to help optimize your time, simplify your life, and support smart decision-making.

- System anomalies that are often the precursor to application performance issues can be identified before problems occur.

Correlate and Aggregate Events into Alerts

- The number of alerts triggered by initial thresholds set by IT is a major issue, particularly in a large IT environment, where there are multiple technologies being managed. The task of frequently readjusting these threshold parameters becomes unscalable, and is therefore often left untouched.

- ignio prioritizes alerts so that IT can take corrective actions on issues that can have an immediate negative impact on the business

Perform Real-Time Health Diagnostics

- ignio can perform real-time health checks against the functional and non-functional components of the application and infrastructure.

- At the non-functional level, ignio checks whether the applications and underlying infrastructure are operating normally.

- At the functional level, ignio exercises applications to ensure that the basic capabilities of these applications are accessible.

Act Intelligently

Time-to-value is an important factor for a cognitive solution. Once ignio gains working context of your business and IT environments, it has the capability to perform simple tasks on your behalf. As you continue to train ignio, the system will gain your confidence, offering you the option to enable more complex actions.

Intelligent Root Cause Analysis

- When an IT incident occurs, ignio automatically conducts root cause analysis to identify problem areas.

- Since ignio has established what normal behavior looks like for the IT environment, when a problem arises, ignio immediately checks all components tied to the applications to ensure they are behaving normally.

- This checking is performed continuously until a problem is identified and resolved.

Autonomous Action to Execute and Validate

- Once an issue is determined, ignio can function automatically to fix the incident without the need for explicit instructions.

- This process addresses a common problem with automation scripts, for example, where they simply fail when encountering an unknown state, thus requiring IT to spend countless hours troubleshooting the automation mechanism itself.

- Because ignio performs simple tasks to fix incidents, it allows IT to remain focused on projects of high priority to the organization.

Automate Provisioning and Patch Management

- Ignio automates installation, provisioning, patching, configuration management, and data migration across the IT infrastructure.

- In conjunction with the ignio Performance and Capability Management function, ignio provisions resources to ensure that the environment has the capacity it needs. It also makes appropriate configuration updates and changes to optimize system performance.

Learn Continuously

ignio users can build connectors for internally created custom applications. This capability allows IT to simply connect their in-house applications to ignio, and ignio will automatically integrate with other enterprise applications.

Perform Explicit Training

- A unique characteristic of the ignio cognitive platform is that it accelerates the learning it performs by injecting deep expertise, available from its TCS foundation.

- The ignio platform also allows the IT community to create specific knowledge that helps accelerate and enhance ignio learning to an even greater degree.

Drive Observational Self-Learning

- The ignio self-learning engine starts operating at the moment of deployment. It begins to observe how various systems interoperate and understand how they connect with one another.

- The ignio self-healing engine also observes how certain issues are being resolved even if it is unable at that moment to address those issues.

An Intuitively Designed, Open, and Extensible Platform

ignio is designed to help optimize your time, simplify your life, and support smart decision-making. As the ecosystem grows, ignio is able to continually absorb more knowledge and capabilities to assist and support the IT team. Think of ignio as you do your smartphone; a flexible and versatile resource that lets you add apps to help make your life easier.

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About ignio™

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