

IT Event Management

as easy as

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Optimizing innovative IT in **Global 2000 enterprises**

Official Recognition



A Leader

in the IDC MarketScape
AIOps 2026
Vendor Assessment

7.0

ignio™ GOAT Release

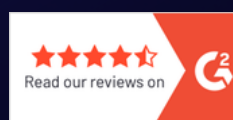
2025

Release Date

5 AI

Autonomous Agents

- Digitate named a leader in IDC's inaugural MarketScape: Worldwide AIOps 2026 Vendor Assessment
- 2025 Market Guide for Event Intelligence Solutions
- EMA WITH DIGITATE – Event management done right cuts incidents as well as MTTR



IT Event Management as easy as



1 Transform multi-cloud resilience with ignio Agentic AI capabilities

- Fully Autonomous AI Agent
- Automate L1 detection and response
- Improve MTTA with an AI Agent that can perceive, reason, act, and learn



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24x7 availability: The key challenge for modern enterprises

Downtime is expensive – over \$300,000 for a single hour of downtime a year for large enterprises, according to consulting firm ITIC's 2024 reliability and hourly cost of downtime trends survey. In fact, the survey found that for 41% of enterprises, the cost ranges from \$1 million to over \$5 million.

Those figures indicate the IT burdens on today's hyper-connected and hyper-instrumented digital businesses, which are expected to provide 24x7 service availability and are under immense pressure from their competitors. Thus, the key requirement for any enterprise to thrive is "round the clock" availability of its key systems within acceptable performance limits.

In response, enterprises have been increasing the depth and breadth of their monitoring coverage.

Subsequently, millions of alerts are generated by different systems within an organization, causing a flood of alerts that includes many false alarms. Generally, these alerts are processed by the IT teams, manually, with or without static scripts. To meet high uptime expectations, IT teams must monitor these alerts 24x7 in the command center and always be ready to act if a problem crops up.

Traditional command centers aren't working for modern IT systems anymore

With rapid adoption of cloud platforms, and an increase in instrumentation to get better observability of their hybrid landscape, enterprises are seeing a rapid increase in the scale and complexity of managing such an IT landscape.

The prevalent event management process of depending on command center teams to catch-and-dispatch relevant signals from the noise is not scalable. It relies on constant eye-on-glass monitoring to understand information from various monitoring dashboards. It also needs experts who have the complete knowledge of the enterprise context to be able to make sense of the incoming metrics and alerts. However, as teams become more specialized and the complexities of IT landscape increase, the knowledge within the teams is often siloed.

Moreover, it is difficult to scale operations manually, without incurring fatigue, making diagnosis and corrections slow and error prone. Substantial effort today is wasted analyzing, grouping and prioritizing alerts. Beyond this, there is a high chance of missing legitimate alerts that truly need to be acted upon fast. This often results in outages as well as monetary and reputation damage for the enterprise.



Disparate tools and teams: Enterprise IT teams today rely on several disparate observability and alerting tools, with each team being able to see only a part of the bigger puzzle. However, with the increasing scale, complexity, agility, and continuous evolution of enterprise technology stacks, this approach is failing to keep up. Traditional tools are largely rule-based and non-adaptive to dynamic systems. They quickly become ineffective and are a maintenance nightmare. Moreover, these disparate tools cannot communicate with each other to provide a unified visibility of the overall system.



Reactive, manual approach: Largely, event management is reactive, dependent on siloed teams and tacit knowledge of individuals, and unable to adapt to change. Even when AI-based analytics and automations are available, it is dependent on experts to make sense of the information and configure actions, preventing usage by already stretched IT teams.



Non-actionable insights: The insights generated by most monitoring tools are merely descriptive and do not come with actionable insights and recommendations. Often, the information is available in the form of complicated graphs or logs, and is spread across different screens, requiring a significant amount of manual analysis to take decisions.



Dynamic nature of events: With the rising digitization of business services and reliance on more dynamic cloud environments (including VMs, containerization etc.), it is difficult to locate the root cause or understand the potential impact using the traditional event management process, and often requires AI intelligence to make sense of the data.

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2 Stop managing alert noise. Start preventing outages.

- Composite Intelligence
- High accuracy using ML for correlation and prediction
- Learns from data and user inputs

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Autonomous enterprises: The need of the hour

The command center operations need to be predictive, proactive, autonomous, and should constantly adapt to changes in the environment and processes. To avoid outages, enterprises must detect true issues instantaneously, predict impending major issues, and resolve them quickly.

Command center operations must be an efficient, cost-effective response to these demands, using Artificial Intelligence (AI) that includes a mix of LLMs, agentic AI, and domain-specific ML models. This approach includes:

1 Moving from reactive to proactive:

Instead of resolving issues after the system failure has already cost the business, the AI Agent will predict failures before they occur.

2 A closed-loop solution, detection to resolution:

An AI-based solution manages all the steps of the lifecycle of an event- detection, validation, grouping, prioritization and works with related AI Agents for triaging and resolution.



3 Spanning diverse cloud platforms, IT ecosystems and operating models:

Today's IT environments are a patchwork of different cloud platforms, containers, OS, applications and infrastructure spread across teams and geographies. AI Agents can find the links between these systems and provide a unified view.

Agentic AI: An enabler for autonomous IT Event Management

With recent technological advancements, enterprises now have the perfect tool in their armory to transform event management by leveraging Agentic AI. Agentic AI binds together the power of previous advancements – like AI/ML models to analyze telemetry data, contextual memory that understands the nuances of various technologies, and automation. These capabilities work as individual agents that specialize in one part of the overall process. For instance, in case of event management, the primary agents are:

A Perception Agents

Helps understand the IT landscape by detecting the relationship and dynamic behavior of individual components. It leverages this information to derive dynamic thresholds and derive models for predicting future events.

B Reasoning Agents

Identifies false and redundant alerts and isolates relevant signals from the noise to ensure critical issues get immediate attention.

C Action Agents

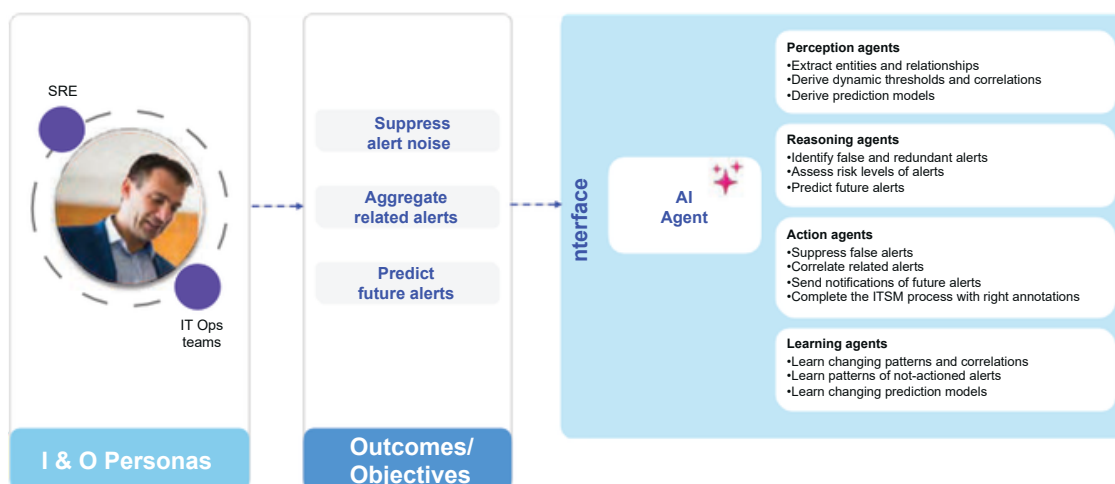
Takes actions to suppress false alerts, groups similar events and triggers ITSM tickets for incident resolution and auditability.

D Learning Agents

Ensures relevance and accuracy in a dynamic environment by continuously adapting to changing behaviors of the IT system, and user feedback.

On top of this, Agentic AI provides an **orchestration layer** that activates the right set of agents, as per the situation. This is a transformative capability, enabling the system to autonomously achieve goals with minimal human involvement, paving the path for autonomous event management.

This significantly reduces alert fatigue, accelerates incident response, and frees up CloudOps, ITOps and SREs to focus on complex issues and proactive actions, rather than repetitive firefighting, ultimately leading to a more resilient and self-healing system.



Autonomous event management: A next-gen value proposition

Agentic AI for IT Event Management shows its true value in the end-to-end event management process:

1 Proactive failure detection:

AI algorithms can be leveraged in spotting anomalies across streams of millions of data points. These anomalies can help detect a potential failure before it impacts processes, allowing the tech teams to anticipate an issue beforehand.

2 Prioritizing signals from noise:

Most tickets that reach the technical teams are false alarms. AI Agents can filter irrelevant tickets and ensure that human hours are not spent on recognizing and marking false alarms. In addition, as more disparate systems are integrated, these algorithms can even prioritize issues by their business impact.

3 Correlation and aggregation:

Agentic AI helps make sense of a large number of alerts from multiple, related systems by correlating and aggregating related alerts and putting them into groups. This enables unified visibility, and helps focus on main issues, instead of getting distracted by multiple related symptoms.

4 Autonomous processing:

With Agentic orchestration, AI Agents can move beyond insights and recommendations to taking autonomous decisions - be it to reduce noise or trigger notifications and orchestrate processes for downstream resolution. This is a major shift as by autonomously handling routine tasks, it helps IT teams be future-ready to meet the demands of scaling operations.

To implement the above points, AI Agents need to have the following characteristics.



Model-based, case-based, and rule-based proactive learning:

Common event management tools are either rule-based or leverage generic AI models. They fail to adapt to the dynamic landscape, and are not accurate, requiring too much manual intervention. AI Agents need to evolve through continuous learning, applying domain-specific AI/ML models for reasoning-model-based (leveraging the enterprise blueprint), case-based (leveraging historical data), and rule-based (leveraging tacit knowledge), which brings depth to analysis and actions.



Broad technology compatibility:

AI Agents minimize human dependence only if they cover a wide range of technology stacks and platforms. Therefore, broad technology coverage and compatibility is key for easy scaling.



Ease of deployment:

With digital technologies evolving faster than ever, businesses need solutions that can be deployed in their unique technology ecosystem swiftly. Therefore, AI Agents must be both adaptable, explainable and deployment-ready.

The benefits of leveraging AI Agents for IT Event Management

Here are the key benefits of leveraging AI Agents for IT event management so that IT turns into a source of competitive advantage:

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Lower costs: It can help enterprises reduce operational costs in the long run by helping current teams scale operations and in less time. AI Agents also help minimize the time to solve issues that create losses for the business.
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Efficiency: By creating a hybrid workforce of AI Agents and human experts, enterprises can boost the efficiency of their teams, and aid subject matters with real-time, ready-to-use actionable insights.
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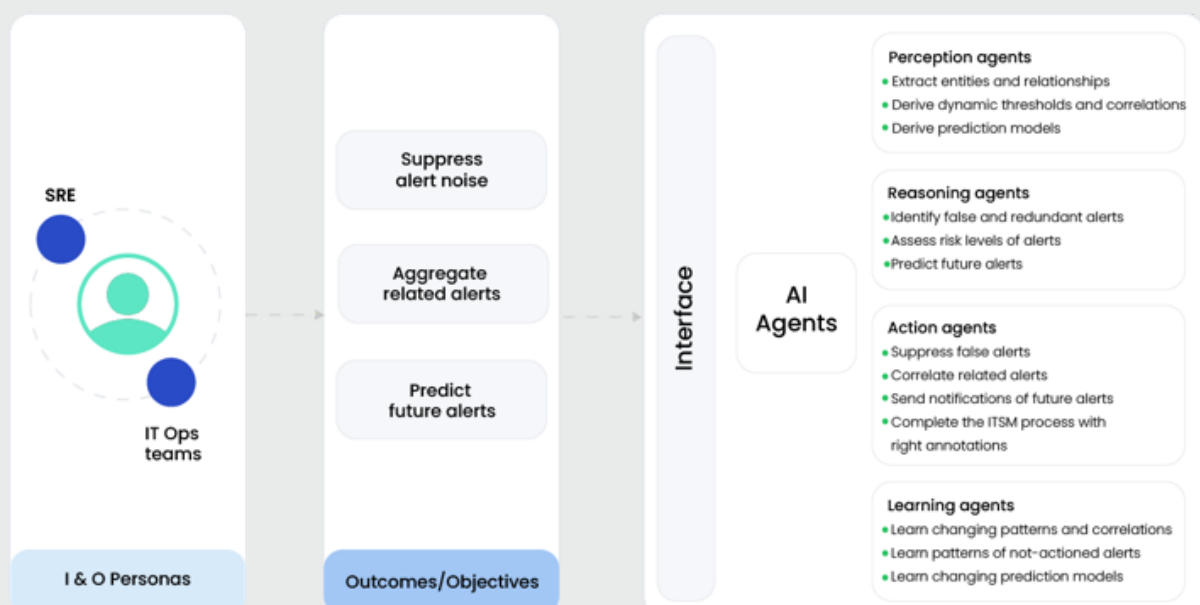
Resilience: By taking the noise out of the system and automatically prioritizing and grouping issues, AI makes the enterprise IT more resilient to upstream and downstream changes in addition to systemic failures.
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Predictability: Proactively analyzing incident data can reveal usage patterns and recurring problems in digital systems. This can make system needs more predictable, and therefore easier to plan for, reducing the costs of unanticipated outages.
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Continuous learning: It enables enterprises to get complete observability into their system, increasing their knowledge of performance patterns and needs of their varied systems, and ensures tacit knowledge is captured in AI systems, ensuing consistency of operations.
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Minimize human errors: Automating orchestration of functions within a command center reduces the risk caused by human errors.
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Better resource utilization: Agentic AI makes human resource utilization more efficient and helps the team upskill.



The way forward

As time passes, IT systems will become even more diverse and complex. Taking a reactive approach to managing these systems on a day-to-day basis leaves the door open to unchecked IT spending.

Moreover, the past decade has demonstrated that unintelligent automation of detection and resolution pathways only adds complexity without boosting business sustainability in the long run. It is time for CIOs to recognize the potential of Agentic AI in making enterprises autonomous. This will be the key to minimizing spending merely for running the business and instead freeing up funds for digital innovation.

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3 Detect issues earlier with predictive event intelligence.

- Detect potential service disruptions
- Filter signal from noise
- Avoid alert fatigue
- Predict outages before incidents occur

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Digitate is a leading software provider bringing agility, assurance, and resiliency to IT and business operations. Digitate's flagship product, ignio™, is an award-winning AIOps solution that reimagines the enterprise business landscape with its distinctive closed-loop approach. It combines context, insights, and intelligent automation to predict, resolve, and prevent issues autonomously. Our customers span multiple industries and include global enterprises that are leaders and innovators. To stay up to date on ignio news and learn how our clients across the globe have benefited from our innovative solutions, visit us at www.digitate.com and follow Digitate on X.com and LinkedIn.

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