

1.2 CUSTOMER SPOTLIGHT

Product: ignio™ AIOps

Industry: An automotive technology company

digitate

95% reduced Mean Time to Resolve (MTTR) an incident

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95

IMPACT OF IGNIO™ AUTOMATION:

95%

Reduced mean time to resolve
(MTTR) an incident.

76%

of false alerts suppressed

THE CHALLENGES

- Difficulty in managing complex IT infrastructure landscape to support its various manufacturing and back-office functions.
- Approximately 50,000 alerts generated every month across multiple monitoring tools.
- Each alert required generating a follow-up ticket, a manual process that took 15-20 minutes.
- Such “eyes on screen monitoring” across multiple dashboards from individual monitoring tools was overwhelming for the command center team.
- Only 20% of the alerts met the criteria for “incidents” (actual problems).
- Tackling huge number of false positives made the team miss some incidents, causing downtime and loss of service efficiencies.