

# TCS ignio™ AIOps for Cloud Operations

G-Cloud 15: Lot 2b

Service Definition



## Service Description

ignio™ AIOps for Cloud Operations is an AI-driven, autonomous operations service designed to observe, manage, and optimise cloud-based environments hosted on private and public clouds, including Google Cloud.

The service uses machine learning and cognitive automation to proactively detect anomalies, correlate events, identify root causes, and automatically remediate incidents across infrastructure, platforms, applications, and business services.

The service enables a shift from reactive operations to predictive and self-healing autonomous cloud operations, ensuring improved availability, performance, and operational efficiency with reduced manual effort.

## Service Features

### 1) Unified Observability Across Hybrid & Multi-Cloud environment

**Summary:** End-to-end visibility linking business KPIs to IT performance.

**Description:** ignio™ delivers horizontal observability by unifying insights across infrastructure, cloud layers, applications, ERP, batch operations, and digital workspaces to provide one consolidated lens over diverse hybrid and multi-cloud estates. It complements this with vertical observability by leveraging ignio's "360 degree context" of the enterprise landscape, correlating business KPIs with underlying platform and infrastructure behaviour to trace impact from top level business processes down to technical components. This combination eliminates tool sprawl, enhances service health visibility, and enables operations teams to understand both broad cross-environment patterns and deep stack-level dependencies that affect performance and availability.

### 2) Intelligent Event Management

**Summary:** Single dashboard reduces alert noise, correlates events, detects anomalies.

**Description:** ignio™ consolidates alerts into a unified console, suppresses redundant/false alarms, applies anomaly detection against normal behaviour profiles, and automates triage; integrating with ITSM tools to streamline operations.

### 3) Automated Root Cause Analysis (RCA)

**Summary:** AI determines probable causes, and accelerates resolution for complex incidents.

**Description:** Using model-based reasoning and contextual graphs, ignio pinpoints probable causes and guides remediation steps, shrinking diagnosis time and improving consistency of incident handling across cloud and on-prem environments. [https://marketplace.microsoft.com/en-us/product/saas/digitate.ignio\\_aiops\\_hybrid?tab=overview](https://marketplace.microsoft.com/en-us/product/saas/digitate.ignio_aiops_hybrid?tab=overview)

#### 4) AI-Powered Insights & Predictions

**Summary:** ML models analyse diverse datasets, predict issues, and recommend proactive actions.

**Description:** The platform's composite AI/ML analyses metrics, events, logs, and traces to detect anomalies, forecast future states, and prescribe fixes before incidents impact users; moving teams from reactive to proactive operations.

#### 5) Proactive Problem Management (PPM) / Ticketless IT

**Summary:** Agentic proactive problem management drives ticketless operations through autonomous remediation.

**Description:** ignio™ identifies recurring issue patterns and sequence anomalies, performs AI-driven root-cause analysis, and initiates closed-loop fixes. This prevents incidents before they become tickets and advances a ticketless IT model. Its agentic, composite-AI approach blends deterministic and generative capabilities to learn, act, and continuously reduce problem backlogs across hybrid cloud estates.

#### 6) Performance and Capacity Management

**Summary:** Predicts capacity and performance risks early, ensuring reliable, optimised cloud operations.

**Description:** ignio™ AIOps analyses trends, resource behaviour, and normal performance baselines to proactively identify capacity bottlenecks and performance degradations before they impact services. By correlating patterns, detecting anomalies, and forecasting future demand, ignio recommends or automates optimisation actions to ensure workloads remain right-sized, stable, and resilient across cloud environments.

#### 7) Closed Loop Automation

**Summary:** Automated workflows drive full lifecycle remediation with minimal human intervention.

**Description:** ignio™ combines enterprise context with AI intelligence and prebuilt automation to execute end-to-end, closed loop actions—from detection to triage to resolution—reducing MTTR and eliminating manual, war-room style processes. Ignio comes with 10K+ modular automations covering 45+ technologies and 200+ OOB fault-fix scenarios. ignio also offers several types of automations for autonomous operations, namely:

- Service / Change request fulfilment
- Patching: proactively identify and resolve risks arising from missing or faulty patches
- Compliance checks: execution and remediation of violations
- Proactive Health Checks: prevent outages and performance degradations proactively.

#### 8) Cloud Cost Management, Spend Analytics & Cost Anomaly Detection (FinOps)

**Summary:** Unified, granular cost insights with AI-driven optimisation and anomaly detection.

**Description:** ignio™ AIOps delivers an integrated FinOps capabilities combining Cloud Cost Management, Spend Analytics, and Cost Anomaly Detection into a single, intelligent framework. It

provides deep visibility into cloud spend across accounts, services, and resource groups while identifying idle or over-provisioned resources and highlighting optimisation opportunities to reduce waste and sprawl. Using machine learning, ignio™ detects unusual cost spikes or drifts in real time, pinpoints root causes such as misconfigured autoscaling or untagged workloads, and recommends right-sizing or governance actions. This empowers FinOps teams to control costs without compromising performance or reliability.

## 9) SLA & KPI Monitoring

**Summary:** Real-time SLA and KPI tracking with predictive breach prevention automation.

**Description:** ignio™ AIOps monitors SLAs and KPIs across hybrid and multi-cloud environments in real time, correlating technical metrics with business outcomes. Using AI-driven analytics, it predicts potential SLA breaches and triggers automated remediation, ensuring compliance and preventing service disruptions.

## 10) Blueprinting & Cloud Governance Visibility

**Summary:** Automatically maps cloud resources, detect patterns, establishes normal behaviour profiles.

**Description:** ignio's blueprinting capability visualises Cloud resources, supports governance, and builds baselines to detect drift and anomalous behaviour across dynamic environments.

# Service Benefits

## 1. Faster Issue Resolution & Lower MTTR

**Summary:** AI-driven automation resolves issues rapidly, eliminating manual triage delays.

**Description:** Closed loop remediation accelerates detection, analysis, and resolution, reducing MTTR and removing the need for time-consuming war-room intervention.

## 2. Reduced Ticket Volume Through Proactive Ticketless Operations

**Summary:** Proactive detection eliminates recurring problems before they create incidents.

**Description:** By identifying patterns and preventing issues at the source, ignio™ reduces incident inflow and supports a ticketless IT operating model.

## 3. Improved Visibility with Horizontal and Vertical Observability

**Summary:** Unified visibility across layers and services strengthens operational understanding.

**Description:** End-to-end observability offers both broad cross-environment insights and deep stack-level correlation, helping teams understand system behaviour and business impact clearly.

## 4. Proactive Health Checks for Early Risk Detection

**Summary:** Continuous health assessments identify risks before they impact operations.

**Description:** Automated health checks scan configurations, performance baselines, and service dependencies to detect early warning signs of instability. By highlighting emerging risks proactively, ignio enables teams to address issues before they escalate into outages or degrade user experience.

## 5. Better Capacity and Performance Stability

**Summary:** Predictive analytics prevent capacity issues and performance degradation early.

**Description:** Forecasting resource demand and identifying performance patterns helps maintain service stability, avoid bottlenecks, and ensure reliable cloud performance.

## 6. Streamlined Service and Change Request Fulfilment

**Summary:** Automated SR and CR execution accelerates delivery and reduces manual effort.

**Description:** ignio™ autonomously handles common service requests and supports change management processes, speeding up fulfilment and ensuring consistent governance.

## 7. Enhanced Cost Efficiency and Financial Governance

**Summary:** Data-driven insights reduce cloud waste and optimise spending.

**Description:** Spend analytics and optimisation recommendations help FinOps teams eliminate unnecessary costs and maintain financially efficient cloud operations.

## 8. Reduced Alert Noise & Improved Operational Focus

**Summary:** Intelligent suppression reduces false alarms and highlights meaningful events.

**Description:** Alert correlation and noise filtering help teams focus on critical issues, improving prioritisation and operational effectiveness.

## 9. Stronger Service Reliability Through Predictive SLA/KPI Management

**Summary:** Predictive analytics prevent SLA breaches and protect service performance.

**Description:** Trend analysis and early risk detection enable proactive actions that maintain service commitments and strengthen customer experience.

## 10. Faster Cloud Transformation with Ready-to-Use Automation

**Summary:** Prebuilt automation accelerates onboarding and time-to-value.

**Description:** A large library of readymade self-healing and optimisation actions helps organisations adopt automation quickly and scale cloud operations efficiently.

# Data Back-up and Restoration Approach

Systems are backed up regularly, and seven days of backup are maintained ensuring quick restoration. Back-ups are monitored for successful completion and alerts are generated in the event of failures which are tracked for resolution. We rely on Azure and AWS backup services for backups. Back-ups are enabled with geo-redundant storage (GRS) where data synchronises three times within a single physical location in secondary region. Within the secondary region, customer's data is copied synchronously three times using LRS.

Please refer to more details at <https://digitate.com/trust-center/security-and-privacy/>

ignio™ caters to both high availability and disaster recovery features as detailed below:

- SOC 2 + type 2 covers Business continuity and Disaster recovery controls.
- BCP is defined as per ISO 22301 Business continuity management standard.
- Recovery Time Objective [RTO] is 24 hours and Recovery Point Objective [RPO] is 12 hours - Standard
- Recovery Time Objective [RTO] is 4 hours and Recovery Point Objective [RPO] is 15 mins - Premium
- Resources are provisioned at the time of DR through failover automation using PostgreSQL DR & Azure Site recovery Services and AKS (Azure Kubernetes cluster services).
- DR drills are performed every six months.
- SaaS application architecture has built in redundancy and scalability.
- ignio™ proxy (only ignio™ component in customer network) deployed with high availability.

Please refer to more details at <https://digitate.com/software-support-current/>

ignio™ supports operational assurance of customer-defined backup and recovery mechanisms within the cloud environment.

The service will monitor back-up execution, detect failures or anomalies, and provide alerts and insights to ensure compliance with back-up and recovery policies.

Actual data back-up, retention, and restoration activities remain governed by the customer's cloud and data management strategy.

## Onboarding and Offboarding Support

TCS provides a structured onboarding and offboarding approach to ensure smooth service transition, rapid adoption, and minimal operational disruption throughout the service lifecycle.

### Onboarding Support

- 1) Onboarding is delivered through a phased and controlled approach and includes:
  - Cloud environment discovery and assessment
  - Review of the customer's cloud environment to understand scope, dependencies, and operational requirements.
  - Service configuration and integration
  - Configuration of monitoring, integrations, dashboards, and approved automation use cases in line with customer policies and governance.
- 2) Knowledge transfer and enablement
  - Provision of user documentation, operational runbooks, and knowledge transfer sessions. Training can be delivered remotely and, where required, onsite by agreement.
- 3) Stabilisation and optimisation
  - Post go-live stabilisation to fine-tune thresholds, automation workflows, and service reporting to ensure operational readiness.

### Offboarding Support

At the end of the contract, TCS supports an orderly and secure offboarding process to ensure continuity and compliance. This includes:

- Controlled service disengagement and access decommissioning
- Secure export and handover of customer data and configurations, where applicable
- Knowledge handover and documentation transfer to the customer or successor supplier
- Support during the agreed exit period to minimise operational risk

In case of contract termination, all data, except logs, is purged and ignio™ SaaS tenant is decommissioned / deleted, along with all its underlying infrastructure, at the time of termination of contract.

Customer may request to export all Blueprint static data prior to off boarding. This is handled by means of a Service Request, which must be submitted at least 2 weeks before the contract end / termination date.

Exported data will be available in a secure location accessible to the customer for 7 days from date of request. After which the same will be removed and deleted permanently.

### Ongoing Support

Support is delivered in accordance with the ignio™ Support Policy, which defines standard and premium support models for enterprise customers, including incident handling, escalation, and service governance.

Training and Enablement Details (Digitate Academy) will provide training and certification plans for user enablement.

## Service Constraints

The service is delivered as a configurable, cloud-based service with defined operational boundaries.

Planned maintenance activities may require scheduled maintenance windows, which will be communicated in advance and managed to minimise service impact.

Service configuration and automation are limited to approved and supported use cases in line with customer governance and security policies.

Customisation is configuration-based; bespoke code development is not included as part of the standard service.

Service effectiveness is dependent on the availability, quality, and timeliness of monitoring data, logs, and access permissions provided by the customer.

- The service complements native cloud services and does not replace customer responsibility for cloud platform management or data ownership.

## Service Levels

Service levels are designed to support reliable and predictable operations and are agreed as part of the contract.

- Service Coverage: 24x7 monitoring and operational support
- Incident Detection: Near real-time detection based on configured thresholds and AI models
- Response and Resolution: Severity-based response and resolution targets, agreed with the customer
- Availability: Service availability targets defined in the service level agreement (SLA)
- Reporting: Regular service performance, SLA, and operational health reports
- Detailed service levels and associated service credits, where applicable, are documented within the agreed SLA.

## System Requirements

To deliver the service effectively, TCS requires the following from the buyer:

- Access to cloud monitoring, logging, and telemetry data within the customer's cloud environment hosted on Google Cloud
- Integration access to existing IT service management, monitoring, and notification tools
- Secure network connectivity between the service platform and the customer environment
- Appropriate user roles, permissions, and security approvals
- Customer responsibility for maintaining required cloud subscriptions, licences, and endpoint security controls
- VMs provisioning for proxy set-up on the customer landscape
- Outage and Maintenance Management
- Service outages, if any and maintenance are managed as under:
  - **24x7 access to the Digitate Support Portal**  
If ignio SaaS availability is impacted, customers engage support.digitate.com to open incidents, track status, and receive communications. The portal is the system of record for tickets, updates, and escalation.
  - **SaaS Support Policy: incident handling, response targets, and escalation**  
Digitate's SaaS Support Policy defines how outages are classified, response/communication timelines, and the escalation path to higher support tiers. This formal process is what gets the service restored fast —prioritising high severity incidents and enabling rapid coordination between support and engineering.
  - **Services & Support hub: contact routes, SLAs, and resources**  
The Services and Support page centralises links to support artifacts, SLAs/policies, and contact routes. During maintenance or outage windows, teams use this hub to confirm current procedures, target times, and escalation contacts.
  - **Planned maintenance governance and communication**  
For scheduled maintenance, Digitate follows its SaaS support guidelines to notify, execute changes during defined windows, and confirm restoration when complete — reducing risk and ensuring predictable availability post maintenance.

Details at <https://digitate.com/software-support-current/>

## How Users will work with your service

### **Browsers:**

Yes. The service is accessed through a secure web interface using standard, supported enterprise browsers (e.g. Chrome, Edge, Firefox).

### **Installation:**

No. No local software installation is required for end users. The service is delivered as a cloud-based platform.

### **Mobile:**

Yes. The service can be accessed on mobile devices for dashboards, alerts, and service health views. Full administration is recommended via desktop browsers.

### **Service Interface:**

Yes. A web-based service interface is provided for monitoring, analytics, automation control, and reporting.

### **User Support:**

The service aligns with recognised accessibility best practices and is designed to support WCAG 2.1 AA standards, where applicable.

### **API:**

Yes. Secure APIs are available to support integration with IT service management, monitoring, and automation tools.

### **Customisation:**

Yes. Customers can configure monitoring scope, thresholds, dashboards, integrations, and automation workflows to meet operational requirements.

### **Access to data (upon exit)**

Customers retain ownership of all service-related data.

- In case of contract termination, all data, except logs, is purged and ignio SaaS tenant is decommissioned / deleted, along with all its underlying infrastructure, at the time of termination of contract.
- Customer may request to export all Blueprint static data prior to off boarding. This is handled by means of a Service Request, which must be submitted at least 2 weeks before the contract end / termination date.
- Exported data will be available in a secure location accessible to the customer for 7 days from date of request. After which the same will be removed and deleted permanently.
- TCS supports a structured exit and data handover process in line with contractual and regulatory requirements.

## Security

The service is designed to meet public-sector security expectations and includes:

- Role-based access control (RBAC)
- Secure authentication and authorisation
- Encryption of data in transit and at rest
- Secure API access
- Audit logging and monitoring
- Alignment with relevant cloud security and compliance standards

The service operates securely within customer environments hosted on Cloud, in accordance with customer security and governance policies.

ignio™ is compliant to ISO 270001, SOC2 Type2, HIPAA, GDPR, CSA.

## Why TCS

The widespread adoption of technology by businesses has led people to expect similar experiences from the public sector. Governments across the world are harnessing digital innovation to respond to people's needs and empower them.

The vision is clear and compelling: a forward-thinking government that embraces innovation and is always a step ahead, ready to meet the future.

We ensure that technology and strategy work together to help governments meet people's needs, embrace innovation, and address complex issues – from climate change and public health to education and national security.

Our approach is to work in partnership with our customers, co-developing solutions to assist in digital transformation and re-imagination. TCS helps organisations handle the competing pressures that the shift to digital can bring; providing the skills and scale needed to react quickly to short-term concerns, while always ensuring that the focus remains on what is right for the client in the long-term.

### The TCS Advantage:

- **Modernisation Expertise** - TCS works closely with several Public Sector agencies across the globe to help leverage digitisation to modernise services
- **Public Sector domain experience** - Extensive experience in solutions for governments, local agencies, municipal corporations, public-sector entities, and security establishments
- **Dedicated Centres of Excellence (CoE)** - Mature assets and accelerators
- **Leveraging strategic partnerships with product vendors** – Strategic alliances with industry leading and niche partners. We leverage the TCS Co-Innovation Network (COIN™) that brings start-ups, academia, customers, research institutions together to create effective, innovative solutions to business problems.

- **Large pool of skilled resources** – The right blend of management, industry, and technology expertise.

### TCS ignio™ value delivered

#### 1. Analyst Recognised & Industry Validated

ignio™ is consistently positioned as a leader in the AIOps and autonomous operations space, with strong recognition from industry analysts and peer review platforms for its comprehensive capabilities, innovation, and enterprise grade performance.

#### 2. Market Leading Autonomous Operations Platform

ignio™ is positioned at the forefront of autonomous IT operations through its agentic AI architecture, delivering proactive, ticketless, self-healing IT across hybrid and multi-cloud estates. Its composite AI approach—deterministic, predictive, causal, and generative—differentiates it as a uniquely advanced platform in the AIOps space.

#### 3. Operating Successfully for Over a Decade

ignio™ has matured over 10+ years, evolving from early cognitive automation into a fully autonomous, agentic AI platform. Since launch, Digitate has consistently expanded capabilities, customer base, and product breadth, demonstrating long term stability and innovation.

#### 4. Strong, Proven Customer Track Record

ignio™ has delivered measurable outcomes for 150+ global enterprises, including Fortune 1000 organisations, within weeks of deployment—improving resilience, reducing MTTR, enabling ticketless operations, and improving business assurance. Its rapid value realisation and consistent results have earned it adoption across industries such as retail, BFSI, telecom, logistics, and manufacturing.

#### 5. Trusted by Enterprises for Real Business Impact

Customers recognise ignio™ for its ability to transition organisations from reactive operations to proactive, predictive, and autonomous models—boosting agility, improving user experience, and ensuring reliable business continuity. The platform is praised for rich out-of-the-box capabilities, scalability, and strong customer support.

## Pricing

Please refer to the TCS Pricing Document for this service.

## Terms and Conditions

Please refer to the TCS Terms and Conditions for this service.

## About Tata Consultancy Services

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce spread across 55 countries and 202 service delivery centres across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 14 of the world's most prestigious marathons and endurance events, including the TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment. TCS generated consolidated revenues of over US \$30 billion in the fiscal year ended March 31, 2025.

Visit [www.tcs.com](http://www.tcs.com)

All content / information present here is the exclusive property of Tata Consultancy Services Limited (TCS). The content / information contained here is correct at the time of publishing. No material from here may be copied, modified, reproduced, republished, uploaded, transmitted, posted, or distributed in any form without prior written permission from TCS. Unauthorized use of the content / information appearing here may violate copyright, trademark, and other applicable laws, and could result in criminal or civil penalties.

Copyright © 2026 Tata Consultancy Services Limited