

How BigPanda unified fragmented teams and tools across IT Ops and DevOps

As one of the leading providers of flexible work, remote access and password management solutions, LogMeIn knows service availability and innovation are key to their success. LogMeIn's Global Infrastructure Services team was already frustrated and hampered by manual processes when the COVID-19 pandemic hit. Huge spikes in usage, virtually overnight, made it clear that they needed to automate their manual workflows and unify their fragmented IT environment quickly.

About our customer

Powered by category defining products like GoTo, LastPass, Rescue, Central and more, LogMeIn is one of the world's largest SaaS companies with tens of millions of active users, more than 3,500 global employees, over $1.3 billion in annual revenue and approximately 2 million customers in over 190 countries.

Customer challenges

The LogMeIn Global Infrastructure Services team supports multiple internal customers from engineering, DevOps and sales. They rely on more than 11 observability, monitoring, change and alerting tools spread across multiple environments on modern public clouds and on-prem data centers. Siloed and fragmented infrastructure and tools produced so many alerts, in a staggering array of formats, that incident and outage mitigation became a major challenge.

Manual incident remediation

During incident remediation, NOC engineers manually worked the entire process. They first had to determine which tool or system had the most relevant information, followed by deciding which runbook to follow, and which on-call engineering team to notify to add to a bridge call. Additionally, adding to the length of the process, NOC engineers had to create and manually update incidents as they escalated through different teams in real time.

> Without this tool our teams would waste valuable time logging into many different programs. BigPanda helped us streamline our process so that in turn we could solve issues and troubleshoot in a much more timely manner.

William Kao
Sr Director Global Infrastructure Services at LogMeIn

Unprecedented spike in usage

The COVID-19 pandemic hit. LogMeIn's CEO immediately offered FREE emergency remote work kits to help schools, hospitals and non-profits operate virtually. Overnight, products such as GoToMeeting saw usage spikes as much as 10X pre-Covid norms. It simply was not possible for the NOC team to manually conduct the multitude of steps necessary to detect, investigate and eventually resolve incidents.

LogMeIn needed to turn their IT noise into insights and manual tasks into automated actions. They wanted a single view of their IT environment, while continuing to provide their business units' DevOps teams with the flexibility and autonomy they need to thrive. BigPanda was happy to help them do just that.

> Video conferencing and meetings usage has spiked as much as 10x over 2020 norms

Customer objectives

Streamline incident resolution

Calm noisy monitoring data to enhance visibility and reduce response teams necessary

Enrich alerts

Add information and context to alerts, delivering additional insights that improve incident management

Break down functional silos

Enable collaboration across engineering, sales and DevOps teams

Unified view of IT Ops

Consolidate monitoring environment from 11+ tools into a single pane of glass using BigPanda's Incident 360 console

Enable analytics and reporting

Provide flexible analytics platform for tracking of metrics

Improve Mean Time To Detection (MTTD)

Enable automated correlation to prevent customer facing issues

The BigPanda AIOps solution

With BigPanda, the six-step incident response process of receiving and identifying alerts, obtaining details, opening a Jira ticket, creating a Slack channel, and adding engineers to the incident channels have been fully automated. Furthermore, each ticket is automatically updated and kept in sync bi-directionally, and escalations are automatically handled.

DevOps autonomy with centralized IT visibility

While all teams use JIRA for ticketing, each business unit's DevOps team have the autonomy to choose the observability and monitoring tools they want, as long as the alerts from those tools are sent to BigPanda. This provides the NOC with the centralized visibility it needs while preserving DevOps tooling autonomy and flexibility.

Increase DevOps efficiency and velocity

Previously, when faced with an outage or incident, several different team members from multiple DevOps teams had to join a bridge call. That was because it "took a while" to figure out which part of the infrastructure or application stack was causing the problem. Now, because of BigPanda and the automated six-step process, only those necessary to resolve the incident are brought onto the incident's bridge call and Slack channel. BigPanda's automation capabilities have enabled LogMeIn's DevOps teams to maintain their autonomy, save time spent on manual tasks and preserve their velocity.

Building blocks of BigPanda's Event Correlation and Automation platform

The objective	Automate and unify fragmented IT operations while maintaining DevOps autonomy	
Positive business outcomes	• IT optimized for innovation • Improved internal and external customer satisfaction	• Scaling using technology • Improved brand loyalty
Required capabilities	• Automation of manual incident management workflows • Machine learning-driven correlation that is flexible	• Advanced analytics for performance tracking and ongoing optimization • Ability to integrate with all current and future IT tools, processes, and technologies
Required capabilities	• **Open Box Machine Learning:** automatic correlation and the ability to incorporate institutional intelligence from the organization • **Vendor-agnostic integrations:** consolidation of 11+ tools working through BlgPanda	• **Operational analytics and reporting:** for KPI, metrics and trend tracking in real time • **Support for existing tools and processes:** unifying visibility using single pane of glass

Outcomes with BigPanda

Visibility into the environment has improved the quality, context, and correlation of information available to IT, enabling the Global Infrastructure Services Team to better serve its internal customers. As a leader in enabling remote work and learning, speed of service and innovation are paramount for LogMeIn. BigPanda is an important partner to better serve its demanding global customer base and continue to deliver on a constant stream of innovation.



95%

faster incident identification with BigPanda



11

separate consoles to 1 unified incident console in BigPanda



6

step fully automated incident response workflow

Get started with BigPanda

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