BigPanda

BigPanda customer success

Midsize enterprises that have chosen BigPanda are reaping the benefits.

As midsize companies grow, their engineering teams are rapidly creating new services and enhancing existing ones to support business growth. As a result, they're constantly changing their IT environments to deliver those services. This increases the frequency, severity and duration of the incidents they experience. The growing complexity in their IT environment causes their staff to find themselves drowning in noisy IT Ops data, mounting operating costs, and time wasted firefighting instead of scaling the business.

Many enterprises have found a better approach. They use BigPanda's SaaS-based platform for Event Correlation and Automation to avoid IT outages as they scale. This allows them to control operating costs, assure service availability and empower IT to reallocate resources towards increasing business growth.

Here are some of their stories.

BigPanda customers can

- **Assure performance** and availability of critical services by eliminating noise and handling incidents quickly.
- **Increase business growth** by managing bottlenecks and increasing agility to stay ahead of the competition.
- **Control operating costs** by boosting team efficiency, eliminating escalations and reducing downtime.

Riot Games

Riot Games, the studio that created League of Legends, is constantly scaling up its gaming network, with no down time allowed. BigPanda provides visibility into the network that helps deliver consistently high service levels, keeping lag time and outages at bay.

Riot Games has experienced tremendous growth since its start in 2006. As with many companies, what started off as a set of monolithic applications rapidly evolved into a highly distributed microservices platform. Over time, Riot Games continued to adopt a best-of-breed approach across their monitoring, ticketing and collaboration solutions, resulting in a diverse tool stack that included PagerDuty and Jira on AWS. This inundated their support team with alerts and incidents that were difficult to prioritize or resolve.

After three years of leaning on headcount growth and professional services to manage their IT operations, Riot Games chose BigPanda as their Event Correlation and Automation platform. They were particularly impressed with BigPanda's application of machine learning for correlation and noise reduction, unified pane of glass across engineering and support teams, support for automation of key workflows, and self-service ease of use that enabled their team to support BigPanda without dedicated headcount.

"BigPanda returned significant value within weeks, and our operators love that we can manage it ourselves, without having to bring in outside consultants. With its rich capabilities for correlation, machine learning and flexible integration, the BigPanda platform allows us to take a very significant step towards our strategic objective of establishing intelligent automation."

- Jenny Kim, Global NOC Manager, Riot Games

RIOT GAMES

- **2** employees per NOC shift support the digital business using BigPanda
- **7** minute MTTA, compared to their target 15-minute MTTA SLA
- **80%** alert correlation rate powered by Open Box Machine Learning

LogMeIn

When a global pandemic hit and workers all over the world were forced to telecommute, they sought out LogMeIn to help them maintain productivity. LogMeIn saw a massive influx of usage. BigPanda was their lifeline.

LogMeIn's GoToMyPC product saw massive growth as a result of COVID-19, selling more copies in a week than in the previous eight years combined. They had to spin up capacity by 10 times and became dramatically understaffed overnight. LogMeIn operators struggled to identify major incidents within the environment as they juggled four different monitoring tools. The process of understanding an evolving incident often required 20 minutes of operator involvement.

LogMeIn deployed BigPanda as an important part of their efforts to reduce MTTR while dealing with this large volume of incidents, and they saw measurable improvements within weeks. Over a 90-day period during deployment in 2020, LogMeIn used BigPanda to compress 51,900 alerts into 13,300 incidents, achieving 74% compression and a maximum daily correlation rate of 91%. Additionally, their team was able to generate a holistic picture of new incidents within three minutes, using BigPanda as their unified incident console.

LogMeIn

- **10x** operational growth with no scaling issues
- **74%** compression and 91% maximum daily correlation of alerts
- **6.7x** faster incident identification, driving reduced downtime

Cheetah Digital

Seeking greater efficiency and faster response times to tickets, Cheetah Digital uses BigPanda to optimize shift assignments and share incident data.

Whenever IT incidents occurred, Cheetah Digital's incident management processes were costing them valuable time. Tickets created in ServiceNow often escalated to a L2 group, such as the network or database team for resolution, but a delay occurred until someone on the relevant team had eyes on glass to recognize the issue and respond. Additionally, the NOC manager at Cheetah Digital was forced to rely on guesswork when assigning staff to each of the shifts, sometimes creating resource shortfalls.

With BigPanda, Cheetah Digital enriches incidents with runbook URLs, and an outgoing integration to PagerDuty automatically escalates the incident to the correct team. This integration created a workflow that shrank resolution times by several hours. Additionally, the NOC now uses a BigPanda report to visualize alert patterns and densities at various times, in order to optimize the number of analysts assigned to each shift. This helps ensure full coverage while also reducing operating costs.

CHEETAH DIGITAL

- **Accelerated** resolution via Runbook URL enrichment
- **Instant,** dynamic routing of incidents to L2 teams
- **Intelligent** sizing of 24x7 NOC shifts

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