BigPanda Advanced Insight Module

Accelerate incident analysis with contextualized data to understand the impact and underlying causes in real time.

Benefits

Simplify data for fast resolution

Centralized, standardized alert data allows you to reduce the delays and frustrations of long bridge calls and manual incident evaluations.

Articulate impact across IT systems

Capture the relevance and impact of incidents across distributed IT environments by instantly identifying interrelated alert data in natural language.

Reveal root cause, in real-time

Unify full-context alert data with change data to reliably and quickly articulate probable incident root cause with transparent reasoning around every AI-driven explanation.

Maintain service uptime

Enhance ticket quality by automatically consolidating meaningful alert data for faster remediation, fewer escalations, and consistent application and service uptime.

Enrich analysis to deliver incident summaries in clear, plain language. BigPanda Advanced Insight is the premier solution to reduce MTTR, improve efficiency, and streamline remediation using AI-backed analysis.

Identify impact quickly

Confidently measure incident impact with AI-driven precision. Generate enriched context summaries with data from your entire IT stack to understand priority, impact, and assignment teams. Correlate alerts across multiple sources and dimensions, including historical alert data. Use past incident data to identify and predict escalation trends.

Understand why, in real-time

Translate complex technical issues into natural language. Generative AI ingests multisource enrichment and alert data to sort through alert noise and summarize incident causality. Use change data across applications and services to discover if an alert originated due to a system change requiring prompt rollback.

Maximize service reliability

Leverage AI-powered insights backed by clear reasoning across your IT environment to deliver unified, full-context incident data to operations and ITSM teams to expedite triage and reduce MTTR. Get the complete picture every time to investigate and respond quickly and consistently, keeping services online.

Key capabilities

- **Automated Incident Analysis (AIA):** Use advanced AI to identify incidents for immediate action. Synthesize complex alert data into concise, natural-language titles and summaries within seconds. Gain reliable assessment of an incident's relevance and impact across distributed systems. Populate AIA data, including probable root cause, in chat and ITSM tools and relay priority actions for ITOps, L2, and L3 teams at scale.
- **Root Cause Changes (RCC):** Correlate multisource incidents with change data to find causal changes across hybrid-cloud environments. Using change tags, confirm matches before initiating triage or rollback. Change-data analytics offer a deeper analysis of alert, change, and incident metrics over multiple dimensions. High-confidence change match data supports ongoing RCC configuration enhancements.
- **Similar Incidents:** Previous incident data simplifies triage and guides operators to assign, prioritize, and resolve cases more efficiently. Determine statistical similarity automatically using factors such as the affected entity, alert trigger, and system topology. Similar Incidents provides the comprehensive context of an active incident quickly, including its likely impact and suggested assignment and resolution steps.

Get started with BigPanda Advanced Insight.

Learn more

	Automated Incident Analysis	Root Cause Changes	Similar Incidents
Challenge	Critical insights and details are complex, inaccessible, and lack the necessary context to identify and investigate incidents.	Dynamic infrastructure changes cause most service-impacting incidents, requiring manual identification of specific changes that likely caused an incident.	Manual efforts to locate the history of previous incidents and remediation actions take time and often require legacy knowledge.
How BigPanda helps	Augment multidimensional correlation with AI-generated summaries.	Correlate relevant multisource alerts with change data to identify probable root cause.	Improve ITOps workflows and efficiency using past-incident remediation information.
Business value	Fast, clear incident impact summaries create a shareable, actionable description of impact and causality for rapid investigation.	Speed investigation, reduce time to ROI, and shorten MTTR by automatically centralizing statistically relevant change data.	Scale incident response by providing operators with historically relevant incident response for more informed, repeatable, and streamlined triage.

Bloor

"Adding context to enrich alert data leads to more effective prioritization and results in faster problem resolution and fewer service disruptions."

Paul Bevan
Bloor Research

WEC Energy Group

"BigPanda has enabled us to get more real-time, relevant data around a specific incident. This has significantly reduced our MTTR."

Steve Liegl
Director of Infrastructure and Operations,
WEC Energy Group

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