AUTODESK

Autodesk reduces incidents by 69% and speeds time to resolution

BigPanda helps Autodesk gain better insight across 25 different tools to improve ticketing and efficiency.

Autodesk, Inc. is a leader in 3D design, engineering and entertainment software. Autodesk makes software products and services for the architecture, engineering, construction, manufacturing, media, education, and entertainment industries.

Challenges

Prior to adopting BigPanda, Autodesk's ITOps team faced an average of 100,000 monthly application alerts across 25 monitoring tools, including Amazon CloudWatch, Splunk, Catchpoint, Dynatrace, Logic Monitor, CloudGenix, NewRelic, ELK, ServiceNow and Slack. The bandwidth of the small and globally distributed NOC to filter and identify actionable insights from thousands of noisy inbound alerts was quickly depleted. The NOC had to switch between several monitoring dashboards to investigate every unique incident, which further exacerbated the manual steps and time needed to identify the root cause of an incident. Escalations to DevOps and site reliability engineering teams caused delays and reduced the time these teams could spend on new features and innovation.



69%
reduction in incidents

Finally, Autodesk's ServiceNow tickets lacked critical context such as hostname, business priority and responsible escalation team that helps responders act fast. Instead, the NOC would have to manually input information into a ticket and would assign it to multiple response teams without knowing which team was responsible. This increased the mean time to resolve (MTTR) due to the complexity of analyzing all the alerts that comprise the incident and the error-prone nature of manually inputting the information into the ITSM platform.

> *With the help of BigPanda, we reduced incidents by 69%, and significantly improved IT operational efficiency.*
>
> **Samy Senthivel**
> Director of Observability Services, Autodesk

Solution

To address these challenges, Autodesk turned to the BigPanda Intelligence and Automation platform. To improve and accelerate their ITOps, Autodesk leveraged several key BigPanda capabilities, including:

- **Contextual data with custom tags:** BigPanda enriches alerts with contextual information, making them actionable. Autodesk leverages host naming convention to extract and generate enrichment tags for alert device, domain, function, location, and more. Custom incident tags are created, including business context, priority response, responsible team, runbook, etc., enabling support teams to promptly address incidents without escalation.

- **Environment and groups:** BigPanda organizes incidents for Autodesk, prioritizing the relevancy of responsibilities and processes within IT and DevOps teams. Environment groups add another level of hierarchy by grouping multiple environments into common functions such as business services, teams, and infrastructure areas, streamlining workflow.

85%
improvement in MTTR

- **Smart ticketing with automatic sharing:** Autodesk integrated BigPanda with ServiceNow and Slack, creating smart ticketing. Auto sharing in BigPanda automatically alerts key team members and generates tickets with comprehensive context, links, and real-time updates on incident status. The integration with ServiceNow enables a streamlined workflow that covers incident detection, investigation, and remediation.

- **Analytics and snapshots**: BigPanda's analytics enables Autodesk to visualize monitoring data trends. The BigPanda dashboard offers real-time insights, supporting operational health monitoring and situational awareness. BigPanda analytics reports provide snapshot views of specific time periods, helping the IT Ops team identify historical trends in monitoring data and pinpoint infrastructure problem areas.

Benefits

By adopting BigPanda, Autodesk equipped their team with greatly enhanced insights into the issues underlying all the events, improving their ticketing processes and driving greater operational efficiency. Their IT team was able to logically consolidate noisy alerts into actionable incidents, driving a significant 69% reduction in incidents while improving MTTR by 85%. This directly contributed to improvements in operational efficiency while helping the team detect data center-wide anomalies with logical and time-based correlation patterns.

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