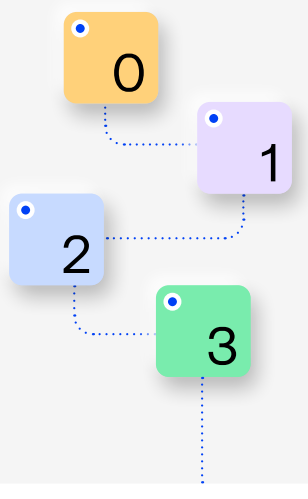


The four phases of AIOps maturity

It's easier than you think. Implement AIOps to unlock fast, consistent, and scalable IT operations.

Explosive growth in the pace of innovation and data volume has increased complexity for enterprise IT. Successfully managing these challenges requires new approaches and technology.

AIOps brings the benefits of artificial intelligence to IT operations. Explore the four phases of AIOps maturity and see how you can start to realize value in just a few weeks.

Phase 0

Establish a baseline

Assess your current data quality and process maturity. This phase aligns teams around a consistent language and defines the tools and metrics to drive improvement.

- Assemble a core team
- Define key success metrics
- Identify initial data sources for integration



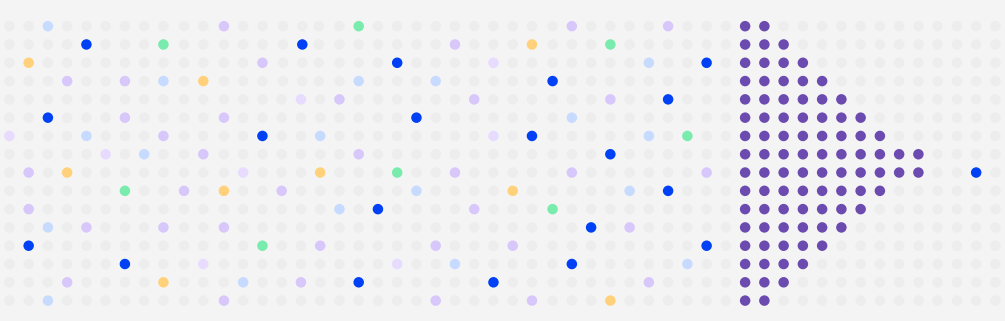
The median BigPanda customer reduces alert noise by 80% in the first eight weeks of implementation.

Phase 1

Reduce alert noise

Standardize and add context to your top-priority IT data. This phase results in consistent, actionable alert data and considerably reduces alert noise.

- Ingest data from targets selected in Phase 0
- Process data to standardize sources and enrichment
- Analyze alert quality to identify opportunities for enhancement



Zayo BigPanda filtered out 99.991% ingested events for Zayo.

Phase 2

Establish actionable incidents

AIOps can correlate alert, change, and topology data to create one actionable incident. Eliminate the need to juggle multiple monitoring systems. In this phase, responders get in-depth, cross-system insights at their fingertips.

- Improve incident triage
- Enhance team efficiency
- Reduce long, unproductive bridge calls
- Set the foundation for generative AI



Phase 3

Improve MTTR with AI

With the foundational elements in place, you can apply AI-backed analysis. AI summaries help operators identify incident impact and root cause within seconds. This phase expedites high-quality incident analysis.

- Improve response mean time to resolution (MTTR)
- Enhance operator efficiency and reduce costs
- Maximize service availability


Lower costs


Faster resolution

"As mobile use grew in popularity, so did the growth of alerts and complexities. We had gone as far as human efforts could manage. This led us to explore AIOps."

Joe Connelly
Director Monitoring, Observability, and Service Reliability, Chipotle Mexican Grill

Start your AIOps journey

BigPanda offers a best-in-class AIOps platform and a team of experts to guide your organization to AIOps maturity. Explore how you can deploy AIOps and quickly realize value.

Get the guide

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