BigPanda

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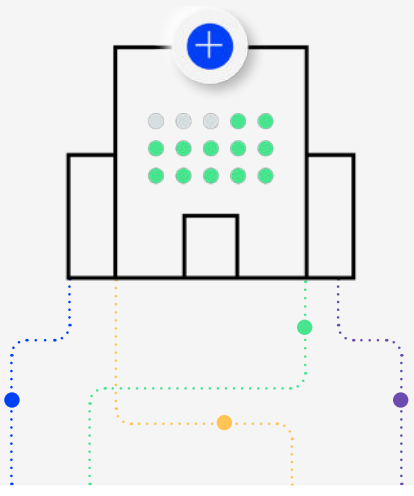

Four ways to transform ITOps for healthcare

Deliver reliable services, meet regulatory requirements, and modernize IT.

People expect always-on healthcare services. Healthcare IT teams must deliver reliable, compliant services to improve provider experiences and business outcomes. Siloed legacy tools and cloud services make it challenging to avoid downtime. AIOps provides end-to-end incident and infrastructure visibility so you can reduce incidents, ensure compliance, and modernize IT.

1 Keep healthcare services online

Harness AI-powered analysis to proactively identify, triage, and resolve incidents. With a unified view of all incident data, BigPanda customers report they reduce time to resolution and alert noise.

- Instantly understand incident impact and priority.
- Prioritize and assign remediation steps within seconds.
- Resolve critical issues before they affect services.

50%
improvement in MTTR

95%
reduction in alert noise

2 Improve operational oversight

Advanced analytics provide a comprehensive view of healthcare IT operations, allowing teams to identify areas for improvement.

- Continuously optimize IT operations.
- Proactively identify and mitigate risks.
- Reduce compliance and audit risks.

3 Accelerate digital transformation

Overcome challenges to modernize systems and improve data accessibility. Migrate systems without compromising the availability of essential services.

- Rapidly identify incident-causing changes.
- Unify cloud topology and on-premises data sources.
- Overcome standard configuration-management database gaps.

4 Automate manual workflows

Free incident responders from repetitive processes. Give operators critical incident summaries, analysis, impact, and probable root cause in natural language to shorten resolution time.

CAMBIA HEALTH SOLUTIONS

"We've automated an average of 83% of alerts that come into BigPanda. The bulk of our alerts now get resolved automatically or receive a ticket without our team having to manually investigate it."

Mark Peterson
IT Operations Supervisor, Cambia Health Solutions

Transform healthcare operations with AI

BigPanda offers a best-in-class platform to help you modernize healthcare IT, meet regulatory requirements, and deliver always-on services to improve business outcomes.

Explore BigPanda solutions

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