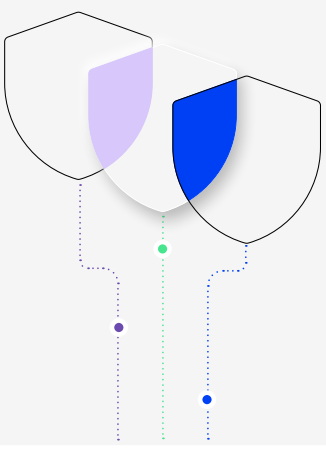


Three ways to transform ITOps for insurance

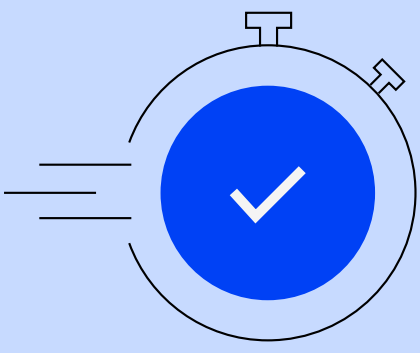
Enhance customer experiences, safeguard revenue, meet regulatory demands, and modernize IT.

Insurance companies rely on complex IT environments. The combination of siloed legacy tools and cloud services makes it challenging to deliver maximum uptime and satisfy customers. Gain end-to-end visibility into incidents and infrastructure to increase service availability, ensure compliance, improve data access, and modernize IT.

Keep critical services online

Seconds matter when your customers are facing a crisis. Enhance customer trust and loyalty while protecting revenue. Use AIOps to detect and resolve critical incidents before they become outages.

- Instantly understand incident impact and priority
- Triage, analyze, and resolve issues consistently
- Prioritize and assign remediation steps within seconds



50%
improvement in MTTR

With a unified view of all incident data, BigPanda customers report they reduce MTTR by more than half.

Improve operational oversight

AIOps features advanced analytics to provide a unified, comprehensive view of your operations. End-to-end visibility helps teams identify risks early, ensure compliance, and avoid financial penalties.

- Demonstrate incident-management compliance
- Reduce the risks of expensive audits
- Mitigate compliance concerns

Modernize legacy systems

In a 2024 survey, insurance executives identified insufficient data access and legacy systems as the top two obstacles to customer satisfaction. AIOps helps manage IT modernization challenges, accelerate digital transformation, and improve data accessibility.

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



54%
Insufficient data



51%
Outdated legacy systems

Enterprise Strategy Group by TechTarget

"BigPanda AIOps unifies operations and observability teams, their tools, data, and their processes so operators can understand, prioritize, and investigate every incident immediately."

Jon Brown
Senior Analyst, Enterprise Strategy Group

Transform insurance operations with AI

BigPanda offers a best-in-class platform to help you deliver always-on services, retain customers, modernize operations, and meet regulatory standards.

Explore BigPanda solutions

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