Improve reliability of media and entertainment services

Deliver seamless experiences with help from AIOps.

Engaging and retaining audiences requires a solid approach to incident management. Audiences expect consistent quality across media platforms, services, and devices.

By providing end-to-end visibility into incidents and IT infrastructure, AIOps can support delivery of outstanding service and give teams time to focus on innovation.

Deliver always-on services

Subscribers expect 24×7 access to content on their platforms of choice. Use AI-powered analysis to prevent outages and support experiences that attract, engage, and retain audiences.

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

50%
improvement in MTTR

95%
reduction in alert noise

Gain end-to-end visibility

Reducing disruptions requires a clear view of massively complex IT infrastructures. Use AIOps to identify risks and resolve incidents before they disrupt services or affect revenue and brand reputation.

- Proactively identify and mitigate risks.
- Rapidly pinpoint incident-causing changes.
- Cut triage times in half.

Automate to improve efficiency

Free responders from repetitive processes. Provide natural-language incident summaries, analysis, impact, and probable root cause automatically to resolve more incidents faster.

FREEWHEEL
A COMCAST COMPANY

"BigPanda helps us detect incidents and uncover probable root cause in real time, significantly reducing our MTTR."

Michael Lorenzo
Senior Director of Operations for the Global NOC, FreeWheel

Accelerate digital transformation

Give teams more time to focus on innovation. Migrate and modernize systems to break down silos between data, tools, and teams without compromising service availability.

- Enhance collaboration and knowledge sharing.
- Optimize ITOps to reduce costs and minimize risks.
- Unify cloud topology and on-premises data sources.

Transform event intelligence for media and entertainment

BigPanda offers a best-in-class platform to help you deliver always-on, engaging experiences, continuously optimize IT operations, and accelerate innovation.

Explore BigPanda solutions

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