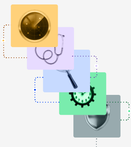
BigPanda

bigpanda.io



Improve operational efficiency and service reliability

Provide context-rich insights to ITOps teams and improve manual workflows for Incident Management teams throughout the incident lifecycle.

Unplanned IT outages can cost large enterprises up to $1.5M per hour, making detecting and resolving incidents as quickly as possible business-critical. AI-powered IT operations and incident management can transform IT noise into actionable insights to detect and triage situations quickly. Unify siloed knowledge to create situational awareness to investigate and remediate incidents faster.

Detection



Identify critical issues before they become outages that affect your brand, revenue, and customers. Distill millions of events into contextualized, actionable, high-quality intelligent alerts so your teams can act quickly.

- Correlate alerts across applications and services.
- Enrich alerts with context for greater intelligence.
- Minimize alert noise and fatigue.

FREEWHEEL
A COMCAST COMPANY

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

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

Triage

Instantly provide context-rich alerts so ITOps teams can anticipate situations before they become incidents. Reduce alert noise to identify incident priority and assignment quickly.

- Prioritize, analyze, and resolve issues consistently.
- Automate incident and root-cause analysis.
- Identify similar historical incidents.



PlayStation

"With BigPanda, our IT noise is reduced. We are able to identify root cause in real-time, who the responsible team is, who owns the service that's alerting, etc. which significantly reduces our MTTR."

Priscilliano Flores
Staff Software Systems Engineer, Sony Interactive Entertainment

Investigation



Dramatically accelerate incident investigation and improve responder efficiency with interactive GenAI. BigPanda Biggy AI can instantly reveal incident impact, recommend remediation steps, and identify opportunities to improve your ITOps environment.

- Improve response times and decision-making.
- Troubleshoot incidents and identify remediation steps quickly.
- Optimize processes and reduce escalations.
- Expedite information sharing during active incidents.

EMA

"46% of IT leaders say that GenAI would deliver the most value to their organization if it could accurately provide real-time identification of business context, dependencies, and impact."

EMA Research
ServiceOps 2024

Remediation

Automate incident workflows and processes. Free incident responders from repetitive processes that waste time so they can resolve more incidents faster.

- Context-aware automation.
- Multistep, no-touch orchestration.
- Automate configuration-item discovery and write-back.



CAMBIA
HEALTH SOLUTIONS

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

Mark Peterson
IT Operations Supervisor, Cambia Health Solutions

Prevention



Analyze data ingested from your IT stack to measure results, find monitoring gaps, and identify recurring issues. Apply these insights to improve processes and prevent similar incidents in the future.

- Track, measure, and improve operational KPIs.
- Identify and eliminate repeat incidents.
- Improve efficiency and reduce end-user tickets.

IHG
HOTELS & RESORTS

"By leveraging AIOps and BigPanda, we can ensure the highest level of availability by making sure that we are aware of issues in our environment and can resolve them quickly."

Alvin Smith
Vice President, Global Infrastructure and Operations, IHG Hotels & Resorts

Transform ITOps and incident management with AI

The BigPanda enterprise SaaS platform transforms IT noise into insights for faster detection and triage. It surfaces siloed knowledge to create situational awareness for faster investigation and remediation. Apply these insights to continuously optimize your operations, maximize uptime, and prevent future incidents.

Explore BigPanda

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