BigPanda

bigpanda.io

Three ways AIOps improves IT incident management



Accelerate incident response, reduce ticket volume, and improve operational efficiency directly within ServiceNow ITSM Standard.

AIOps maximizes the value of your IT Service Management (ITSM) investments.

By reducing ticket volume, improving configuration management database (CMDB) quality, and giving responders AI-powered insights to accelerate incident triage and investigation, AIOps empowers teams to proactively resolve issues before they escalate.

1

Eliminate noisy tickets and reduce escalations



AI-powered event management surfaces actionable alerts and tickets with advanced correlation techniques. Go beyond manual CI-based alert binding requirements and provide first responders with the full context around an issue from the onset.

- Distill thousands of alerts into a few smart tickets to reduce noise and prevent alert fatigue.
- Populate ServiceNow tickets with all relevant alerts in ServiceNow alert or event tables.
- Define SLAs per alert and team within an incident to reduce escalations.

2



Accelerate triage and investigation

AIOps can shorten the duration of outages and reduce their frequency and cost by 30%. It improves first-contact resolution, reduces escalations, and automates common workflows to ensure teams focus on the highest-value work.

- Identify incident impact.
- Analyze historical incident data to identify similar incidents.
- Automate root-cause analysis to reduce manual triage.

3

Improve CMDB accuracy



AIOps reduces blind spots across ServiceNow ITSM by automatically identifying missing configuration items (CIs) referenced in alerts but not cataloged in the CMDB.

- Automate CI discovery to enhance CMDB accuracy.
- Add operational characteristics from BigPanda to each identified CI directly in ServiceNow.
- Write back approved CIs to your CMDB to optimize ITSM processes.

Lower ITSM costs and unlock ServiceNow Standard potential with BigPanda AIOps

AIOps reduces ticket volumes, enhances CMDB quality, and helps incident responders predict and proactively resolve issues before they escalate.

Learn how BigPanda improves first-contact resolution, reduces escalations, and automates workflows natively in ServiceNow ITSM Standard, with no upgrades or add-ons required.

Get the e-book

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