BigPanda

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Monitoring and Observability Tool Effectiveness Spotlight

Top insights based on BigPanda platform usage

The *Monitoring and Observability Tool Effectiveness for IT Event Management* report is the first report based on data gathered from the BigPanda platform. It provides insights and benchmarks on incident detection and noise reduction for 130 enterprise organizations, including the inbound monitoring and observability data sources integrated with BigPanda.

The findings indicate enterprises are struggling with vast amounts of data and signals, and the BigPanda platform is helping teams produce higher-quality incidents and less noise.

View a summary of the highlights and key findings below, or dive right into the data.



27%
of events occurred on a weekend

50%
of organizations sent 10M+ events per year to BigPanda

51%
of organizations had an actionability rate of <20%

Full monitoring coverage doesn't equal value

Most enterprises are drowning in data, creating millions of events (9.6 million, on average) annually. In addition, 27% occurred on weekends, which is bad news for those on call. Yet only 18% of incidents were actioned on average. This underscores the disconnect between the belief that comprehensive observability coverage of applications, services, and infrastructure equates to better ITOps, incident management, and customer outcomes.

Noise reduction is exceptionally high for BigPanda customers

Most (82%) organizations achieved at least 97% noise reduction with BigPanda, and over half reduced noise by 99.5–99.9%, showing the power of deduplication, filtering, correlation, and suppression when properly implemented with a unified AIOps platform.

82%
of organizations had a 97+% noise reduction rate

> *"We implemented BigPanda because we needed a single platform to centralize our tools and support both on-premise and cloud. The value to the business has been tremendous. BigPanda sorts through all the noise and generates, in most cases, a single ticket to point to the problem."*
>
> –Director of Infrastructure and Operations, Energy/Utilities Enterprise

Full-stack observability is still an illusion

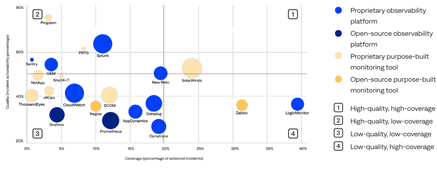
Despite enterprises using a median of 20 inbound tool integrations, the monitoring and observability tool effectiveness matrix shows that few tools delivered strong coverage (percentage of actioned incidents) and quality (actionability rate). In addition, despite their popularity, open-source tools had a low impact at the enterprise level.

This suggests that even widely used tools often generate noise instead of insight, presenting an opportunity for tool rationalization to maximize return on investment (ROI) by reducing investment in low-performing tools, consolidating around higher-impact tools, and optimizing the existing tech stack. View the top four monitoring and observability tool trends.

79%
of organizations had 10+ inbound integrations

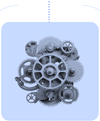
61%
of inbound integrations were with observability platforms

27%
of inbound integrations were with open-source solutions



Monitoring and observability tool effectiveness matrix (bubble size increases with customer usage)

Alert enrichment boosts actionability



Organizations enriched 60% of alerts with context data for all incidents, but enriched 77% of alerts linked to actioned incidents. This comparison indicates that enrichment from configuration management database (CMDB), cloud and virtualization management, service discovery, and application performance monitoring (APM) tools significantly improves alert quality and operator confidence.

60%
of alerts were enriched for all incidents

77%
of alerts were enriched for actioned incidents

42%
of the enrichment maps came from ServiceNow

> *"BigPanda has significantly helped with deduplicating, correlating, and automating our process. The enrichment data we process through BigPanda enables us to create more specific and insightful alert tags."*
>
> –Supervisor of IT Operations, Healthcare Enterprise



47%
of organizations had correlation patterns with 2+ tags

63%
of organizations had 10+ active alert correlation patterns

49%
of organizations had a healthy alert correlation rate (40–75%)

Healthy correlation is powerful

Nearly half (49%) of organizations fell into the healthy alert-to-incident correlation range (40–75%). Those that did showed stronger filtering, a more manageable incident volume, and a higher operational signal fidelity.

> *"Not only can we see the alerts, but we can evaluate them using correlation that recognizes patterns, connects alerts, and leads to fewer incidents."*
>
> –Head of Automation and Monitoring, Telecommunications Enterprise



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View the Full Report

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