BigPanda

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Infographic | October 2025

BigPanda Business Value and ROI Spotlight

Top insights from enterprise business value assessments



The *Business Value of the BigPanda Platform* report is based on business value assessments completed between November 2024 and July 2025 for 23 enterprise organizations using the BigPanda platform.

Business value assessments enable enterprise IT and operations (I&O) executives to align their organization with business objectives, drive transformational change, and identify areas for optimization. The report's findings indicate BigPanda customers realize considerable value and return on investment (ROI).

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



MEDIAN
$2.85M
in annual benefits

MEDIAN
430%
return on investment

LESS THAN
1 YEAR
payback period

Key findings

On average, BigPanda customers experience $2.85 million in annual benefits and a 430% ROI, with a typical payback period of less than a year.

> *The BigPanda business value assessment confirms what we've experienced and known. We trust BigPanda is correlating alerts, saving us from duplicate work and looking at too many tickets. The value is understood and appreciated. It certainly backed up our assumptions and aligns with and validates what we see in our internal reporting. The ROI and cost savings it showed are exactly what we expected.*
> –IT Infrastructure Manager

Value drivers and benefits

BigPanda helps drive transformational business value across some of the world's largest, most operationally complex enterprises.

Up to $13.3M avoidance of annual labor costs
from automating manual tasks

Up to $13.6M savings in annual ticket volume
through deduplication and correlation

Up to $1.5M savings in annual MTTR-related costs
by resolving issues faster

At least $1.9M prevention of annual revenue loss
from reducing the number and duration of major incidents



Up to $2.7M savings in annual IT spend
through tool consolidation and efficiency

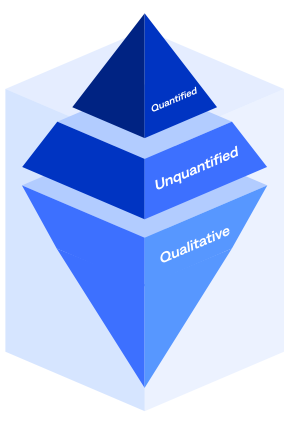
> *"There has been a huge reduction in major outages over the last couple of years—both in volume and duration—and this can be attributed to BigPanda. I've been at this game for over 20 years, and this is the first time I've had any real success in doing that. It's really transformational and game-changing."*
> –IT Operations Director

It's all about fewer and shorter

Business value assessments highlight how the BigPanda platform enables enterprise customers to positively impact their bottom line.

Fewer	Shorter	Financial benefit
Alerts	MTTD	Labor cost avoidance
Tickets	Incident triage time	Ticket volume cost savings
Bridge calls	Bridge call duration	Bridge call cost savings
Major incidents	MTTR	Revenue loss prevention
Tools and panes of glass	Maintenance and admin time	IT spend reduction

Financial benefits of reducing incidence and duration with BigPanda



The quantified value is just the tip of the iceberg.

Types of data

Even more value

The quantified value is just the tip of the iceberg. Anecdotal customer feedback highlights additional qualitative benefits that are often harder to measure, such as:

- Improved employee and customer experience, satisfaction, and retention
- Reduced service-level agreement (SLA) penalties

The business value typically grows over time, and customers indicate they're inspired to build on their success.



The Business Value of the BigPanda Platform

Published October 2025

View the Full Report

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