

“BigPanda discovers a lot of things that the brain just can’t keep up with, certainly in a large team that spans the globe.”

Bill Hancock, Director of Site Reliability Operations



“BigPanda helps us with a unified view of our IT environment from one console.”

Ben Narramore, Director of Operations / Service Management



Incident Intelligence and Automation, powered by AIOps

BigPanda organizes and mobilizes the world’s ITOps and DevOps data.

Cloud transformation has created a data tsunami that is overwhelming human incident response teams. You may have a mix of legacy and modern infrastructure, monitored with a variety of observability tools. They tend to grow and change, generating more data...and more noise. If you’re moving towards DevOps, site reliability engineering (SRE) and the continuous integration and delivery (CI/CD) practices that come with digital transformation, the pace of change accelerates. This causes a flood of extra events and noise—which requires more human beings to manage. Those teams are now split into silos and rely on siloed tools, further fragmenting operations while making collaboration more difficult. They lack clear visibility not because of lack of monitoring, but rather due to an overwhelming amount of noise generated by these tools—noise that lacks insights or intelligence.

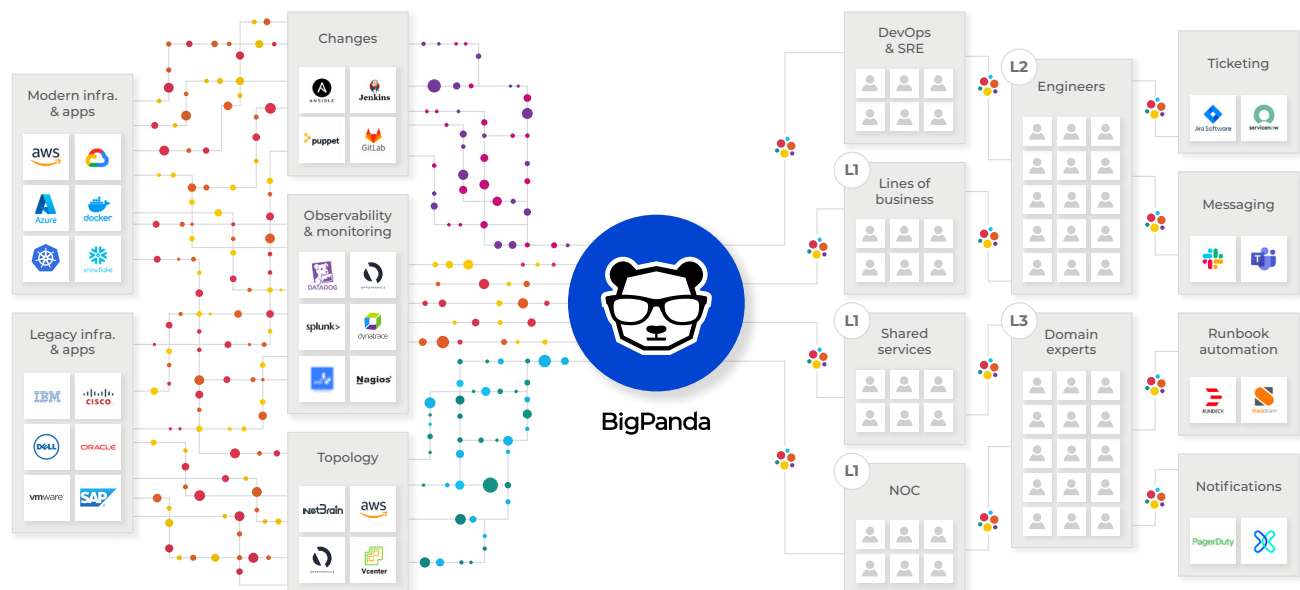
The critical piece you may be missing is an artificial intelligence for IT operations (AIOps) platform. You need to be able to take in the tsunami of events from sources across all your monitoring domains, filter and normalize it and correlate it to detect incidents before they escalate into outages and problems. You need to automate your teams’ manual responses and accelerate resolution and remediation.

80%
ARR growth, 2021

98%
customer retention

330+
employees globally

Get started with BigPanda
(650) 562-6555 | info@bigpanda.io
www.bigpanda.io



“There is no future of IT operations that does not include AIOps.”

BigPanda is recognized in the Gartner 2022 Market Guide for AIOps Platforms

Gartner

Cut costs by
50%

Slash IT noise by
98%

Reduce escalations by
400%

Improve MTTR by
40%

ROI payback in
2 months

How BigPanda works

Adopting AIOps is a journey. BigPanda creates a path for customers with these primary services in its platform.



Alert Intelligence Observability’s missing link, and where our customers begin their AIOps journey. BigPanda first ingests their flood of alerts and filters it down. Then, BigPanda unifies, cleans and enriches it, leaving operators with a high-quality, actionable alert stream. These alerts are now tagged with context like location, host or affected services.



Incident Intelligence Turns high quality alerts into actionable incidents. BigPanda correlates observability, topology and change data to catch problems in real time—before they escalate into outages. These are then tagged for rapid triage based on business logic and probable root cause.



Workflow Automation Accelerates the incident management process by automating slow and error-prone manual processes, freeing up valuable bandwidth for ITOps. BigPanda rapidly mobilizes the right experts via automated notifications and ticketing and makes it easy to run automated third-party diagnostics and remediation tools.



Unified Analytics Lack of insight into ITOps data is like driving without a map. BigPanda provides interactive dashboards to drive better performance across teams, tools and workflows. Our unified ITOps data model shows data flow from monitoring to ITSM, providing a vantage point for tools rationalization and continuous optimization.



AI Engine Modern IT is fluid and dynamic—humans alone can’t scale. Our approach to explainable AI is purpose-built for incident responders. BigPanda continuously analyzes the ITOps data pipeline at scale to uncover hidden insights.

