# Streamline IT Operations in ServiceNow

Less Noise. Fewer Tickets. Faster Resolution.

Too many tickets? Not enough insights? Modern apps, infrastructure and IT monitoring tools are dynamic and noisy. They can easily overwhelm your ServiceNow incident queue with a flood of tickets, which makes it hard to see what's really going on. BigPanda can help. We automate and streamline ticket creation by intelligently correlating huge volumes of IT events and alerts into high level incidents.

The results? Fewer tickets. Faster detection and resolution. Happier customers.
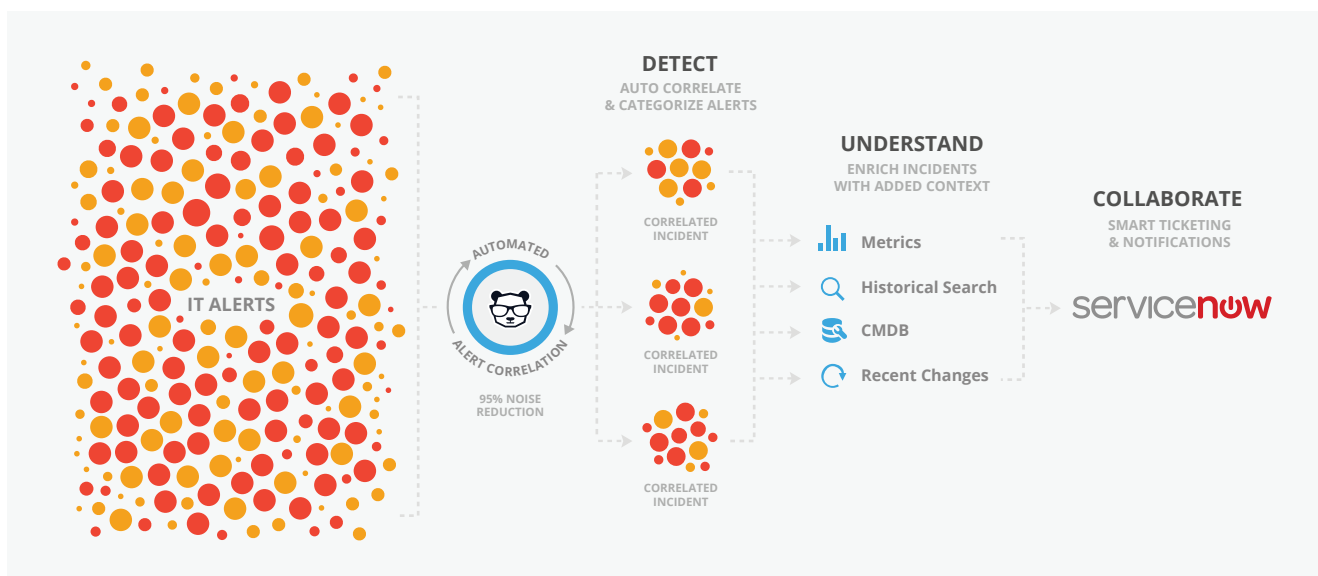
Scale & Accelerate IT Ops with BigPanda for ServiceNow

■ Reduce Alert Noise

Intelligently correlate IT alerts by up to 99%, so you can reduce noise & spot critical issues faster.

■ Smart Ticketing

Automatically create service tickets based on intelligently correlated alerts. Get 1 ticket per incident, not 100.

■ Custom Views for Any App or Team

Combine alerts from multiple monitoring tools into Custom Views for any app, team, microservice or cloud.

■ Enrich Tickets with Added Context

Enrich tickets with info you need to triage issues: metrics, runbooks, CIs, code deploys, similar historical incidents, & more.

■ Stay Updated in Real-time

BigPanda keep service tickets updated in real-time and in sync with your dynamic IT infrastructure.

■ Reporting and Analytics

Discover insights that are buried inside of your noisy alerts. Learn about your top problematic apps, services and machines.

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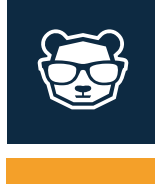
Scaling ITSM for Modern IT Operations

IT Operations teams maintain applications and infrastructure that are more complex and fragmented, and change more frequently, than ever. To track everything, the average IT stack now consists of about 6-8 monitoring tools.

Unfortunately, the alerts generated by these monitoring tools are very noisy and can easily overwhelm your ticket queue with hundreds or thousands of low level and repetitive tickets. That leaves IT teams struggling to detect and resolve real incidents in a timely manner, resulting in outages, missed SLAs, and angry customers.

BigPanda for ServiceNow solves the noisy ticketing problem by automatically correlating IT alerts and events by up to 99% to provide visibility into what's really going on. That helps Ops teams detect and resolve incidents faster.

> Download the BigPanda app for free at: store.servicenow.com

" Thanks to BigPanda, we've significantly reduced ServiceNow ticket volume. Our NOC team can now focus on actual issues instead of chasing false positives. As a result, all our key metrics are improving including mean time to resolution and customer satisfaction. "

- IT Operations Manager

BigPanda for ServiceNow keeps tickets updated in real-time with insights that IT Ops teams need for fast triage and remediation.

- Automatically grouping similar alerts based on common attributes like host, check, cluster, or datacenter
- Seeing all related alerts on a visual timeline by source and status
- Understanding which CIs and services are impacted
- Viewing real-time updates as monitoring alerts change states, resolve, and re-open
- Easily correlating IT incidents against recent code deployments and infrastructure changes

Benefits of BigPanda

Improved Detection
Cut through noise & spot issues faster
- Reduce alert clutter by up to 99%
- Streamline ticketing, chat & on-call
- Improve focus on critical issues

Faster Remediation
Quickly gain the context you need to take action
- Improve MTTR by up to 86%
- Enrich alerts with info you need for fast triage
- Learn from similar historical incidents

Better Resource Utilization
Enable your teams to do more with less
- Automate manual detection & triage
- Address only tickets that matter
- Scale through automation, not headcount

Happier Customers
Ensure great user experience for your customers
- Minimize downtime & MTTR
- Maximize service quality & availability
- Keep customers happy

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