BigPanda

AHEAD

Why AHEAD customers work with BigPanda

About BigPanda

BigPanda provides Event Correlation and Automation, powered by AIOps. IT Ops, DevOps and SRE teams can now detect, investigate, and resolve IT incidents faster and more easily than ever before.

Some of our joint customers

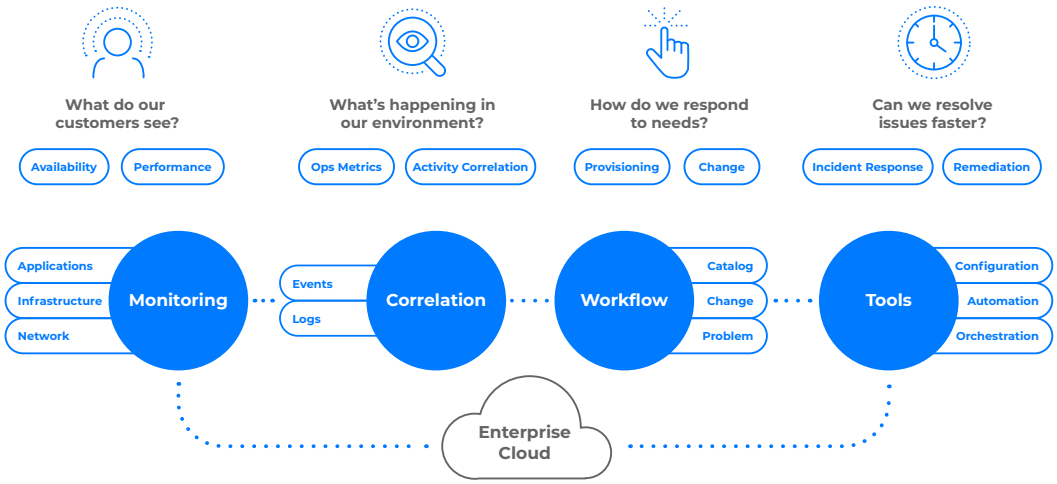
Genworth

ally

UNITED

The growing urgency to improve technology performance across an increasingly complex environment requires a new approach. While terms like AIOps capture the headlines, some major prerequisites must be met first:

- To first deliver a unified view of performance across all IT domains (What do we see?)
- To define performance in business terms clearly understood by leadership (What's happening in our environment?)
- To close the loop not just with fast remediation but by incorporating learnings back into your architecture and processes (How do we respond to needs? Can we resolve issues faster?)



AHEAD calls this collective approach **Intelligent Operations**, one of five pillars of the AHEAD Digital Delivery Platform. A successful Intelligent Operations strategy consists of four main solutions: intelligent ops strategy and planning, application performance management design and implementation, enterprise service management strategy and governance, and ServiceNow ITSM / ITOM implementations and reboots.

How BigPanda fits

"With the BigPanda Platform, we perform incident management in an autonomous way...we make informed and compelling decisions throughout the organization to avoid future issues and improve overall performance."

Samuel Pereira
Director of Technical Integration, Endurance International Group

As an event correlation platform, powered by AIOps, BigPanda fits into this framework perfectly. Here's how BigPanda complements these four solution areas:

Intelligent ops strategy and planning

BigPanda helps IT operations teams modernize by automating all aspects of incident detection including normalization, de-duplication, enrichment, suppression, cross-correlation and suspected root cause changes, so ops teams have easy access to relevant, context-rich incidents. We also provide configurable levels of autonomy across incident management processes from manual to partial to full autonomy, so users can adopt this automation at a pace that works best for their organizations.

Application performance management design and implementation

We also support the management of business critical applications by providing an intuitive user interface that was purpose-built for IT Ops, NOC and DevOps teams in large, complex enterprises. It is easy to use, easy to learn and helps operations teams accomplish most actions in just a few clicks. IT managers can easily visualize the overall health of the application infrastructure and make sure that nothing critical is falling through the cracks.

Enterprise service management strategy and governance

BigPanda is a modern IT operations management solution designed to break down silos within organizations building enterprise service management strategies. By bringing all tools together in one place, and by helping simplify workflows, BigPanda makes it easy for ops teams to be more engaged and more productive. This slashes the time it takes IT Ops, NOC and DevOps teams to collaborate, investigate and resolve incidents and outages.

ServiceNow ITSM / ITOM implementations and reboots

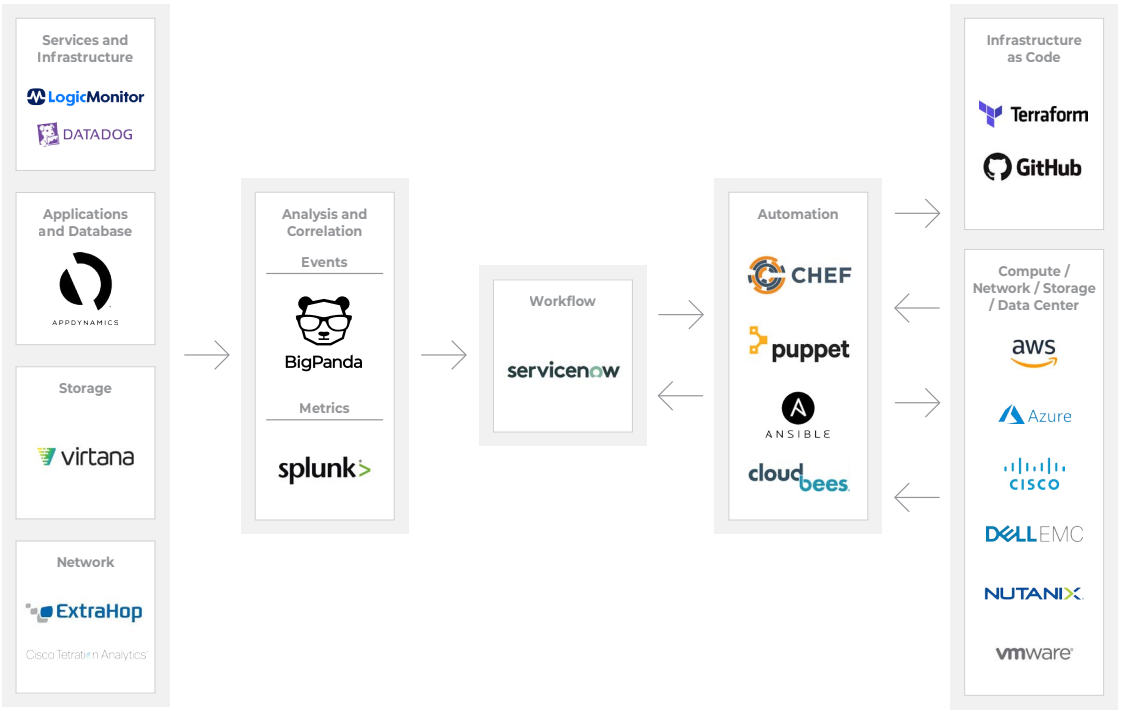
Our Open Integration Hub integrates with ITSM solutions like ServiceNow. It enriches monitoring alerts with deep contextual information extracted from change and topology feeds. This surfaces probable root cause including root cause changes, and helps teams detect and resolve incidents faster. It also provides powerful bi-directional integration for enterprise ticketing, service desk and collaboration tools so BigPanda incidents can be easily shared with users.

How AHEAD + BigPanda work in a customer environment

By stitching together advances in cloud infrastructure, software delivery, automation and analytics, AHEAD helps large enterprises deliver on the promise of digital transformation. BigPanda supports IT Ops teams in this mission by modernizing intelligent IT operations, supporting application performance management, streamlining enterprise service management strategy, and integrating tightly with ITSM solutions like ServiceNow.

The result: fewer outages, faster resolution and better applications and services for AHEAD's customers.

AHEAD Intelligent Operations framework



Get started with BigPanda
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