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VENDOR PROFILE

BigPanda v1.0

Key Criteria for AIOps

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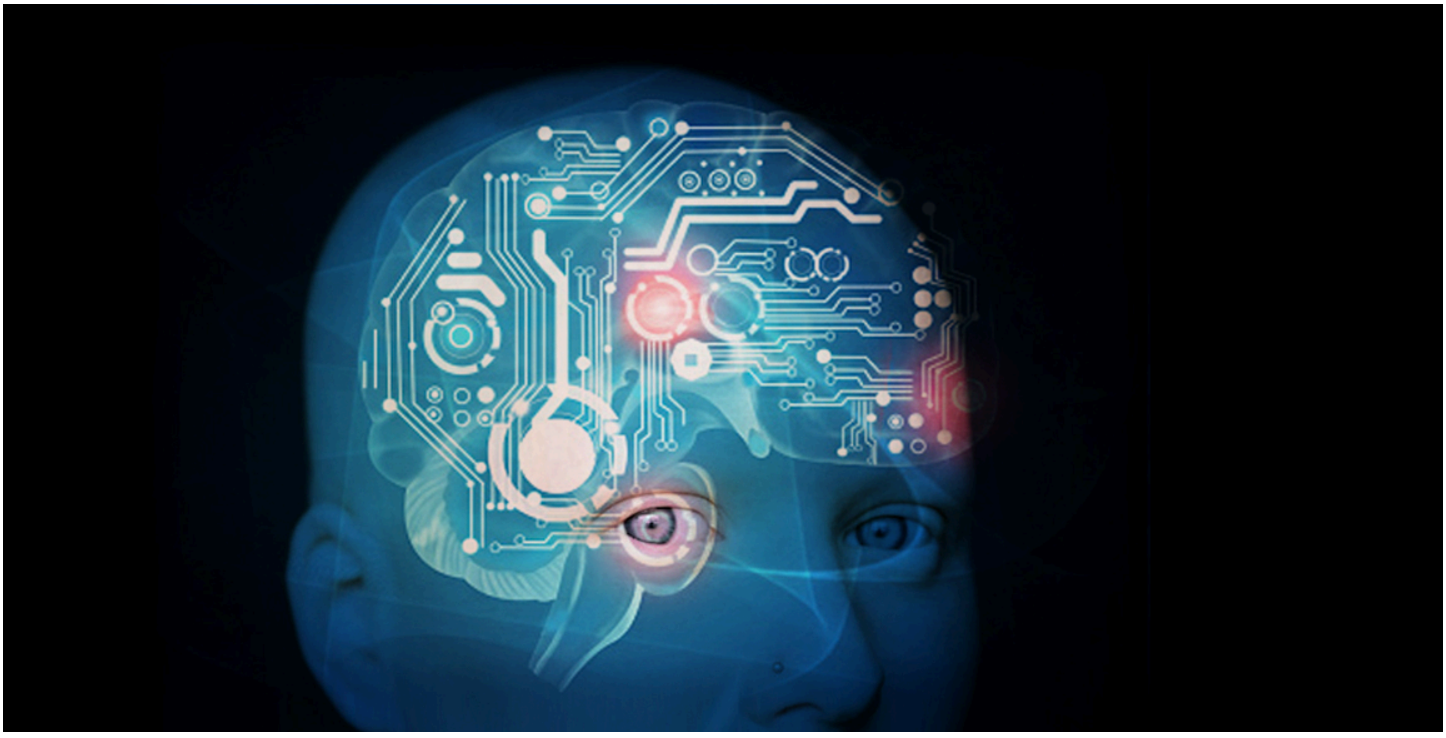
TOPICS: AIOPS ARTIFICIAL INTELLIGENCE



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1. Summary

BigPanda Autonomous Operations platform assists IT Ops, network operations center (NOC), and DevOps teams in the detection, investigation, and resolution of IT incidents. This is an AIOps solution, which combines AI, automation and IT systems management to allow IT operations practitioners, DevOps, Site Reliability Engineering (SRE) teams, execs, and managers to leverage AI as a force multiplier in streamlining IT operations.

By leveraging its Open Box Machine Learning, BigPanda helps users correlate the alert data streams being produced by infrastructure, applications, and services under management into insight-rich incidents. In addition, it automates incident management and unifies fragmented IT operations by providing a single-pane-of-glass for operations and reporting.

BigPanda customers include Intel, United, Turner Broadcasting, and State Farm. The tool is leveraged to reduce operating costs, improve service availability and performance, and de-risk and accelerate multi-cloud and traditional operations.

Market Position

While our assessment of the AIOps sector reveals vendors taking unique approaches, BigPanda, in our judgment, is ahead of most of its competitors. The company's solution particularly excels at alert aggregation and event correlation, vastly improving the signal-to-noise ratio of IT alert traffic.

BigPanda goes a bit beyond what most might expect from an AIOps tool, providing integrations with ticketing systems such as JIRA, ITSM tools like ServiceNow, incident response tools like PagerDuty, and collaboration tools such as Slack. BigPanda reports that key clients, including a leading IPTV provider, rely on aggressive integration to tie together a wide range of IT tools and processes, and to break down operational silos that can slow response.

The value of this tool can be measured in preventing system outages and doing so proactively. In the past, manual processes around incident management meant that fixes were often slow in coming, and the process was reactive, meaning that the NOC engineers needed to wait for something to break in order to act.

BigPanda automates the detection of system issues, from minor to critical, cutting through the mounds of meaningless data to discern incidents and outages that engineers can act upon. By ingesting data from change management tools, BigPanda uses its intelligence to automatically correlate incidents with the application or infrastructure changes that caused them. This can produce welcome reductions in MTTx.

In fact, the value of BigPanda may ultimately be measured best in terms of avoided outages. For most organizations, BigPanda would produce positive ROI almost as soon as it prevents or fixes a system issue that materially impacts the business. This can easily add up to millions of dollars a year, as one

large company discovered just 15 minutes after its BigPanda solution went live. The system detected and correlated a server failure that would have quickly grown into a P1 incident. Administrators were able to remediate the issue in minutes, with no impact on the business.

Keep in mind that the core benefit of any AIOps product is the abstraction layer—the ability to view and manage all systems using a "single pane of glass." For example, a customer may use BigPanda to enable rapid remote operations, or to leverage automation to reduce manual ticketing and integrate with incident response tools like PagerDuty, ServiceNow and others.

Deployment Model

BigPanda is a SaaS platform, eliminating the need to install the tool on physical machines. The company employs a quote-based pricing model, which is tailored to the budgets of IT organizations for medium and large companies.

2. Deployment Considerations

Due to the cloud-based nature of the tool, BigPanda is one of the easiest AIOps solutions to deploy and maintain. Typical deployments average ten to twelve weeks. You do have to consider the connections to the systems under management, and the fact that they may exist on various public or private clouds, as well as traditional systems on premises.

Most customers report no issues with the deployment of BigPanda; however, monitoring and management are less complex than they will be in a few years. To avoid trouble, keep in mind the downfield expansion and growth of your infrastructure and the need for management that it will create.

3. Technical Considerations

While there are many technical features and aspects of BigPanda, most IT organizations deploying it will point to the following technical considerations:

- **AI/ML-based alert and event correlation:** The noise coming from the systems under management will be summarized, correlated, and analyzed for you.
- **Smart ticketing:** The ability to intelligently and automatically create tickets based on the type of incident, affected group, application or service, and other parameters.
- **Centralized visibility:** A “single pane of glass” is used to to view the data collected from all systems, no matter the platform they run on.
- **Custom views:** Ability to create bespoke views that are most productive for different IT Ops personas: execs, managers, and service owners.
- **Alert centralization:** The ability to collect alert data in a single location for any number of purposes. A huge benefit is that this feature centralizes alerts generated by any monitoring tool.
- **Quicker insights:** The ability to get to the essence of the problem and launch a corrective process.
- **Root cause identification**: The ability to identify the probable root cause of incidents and outages. This includes both infrastructure and application-related root causes, and change related root causes (aka “root cause changes.”)

4. Conclusion

BigPanda gets at the essence of what an AIOps tool should be to an enterprise. Like other tools in the sector, it offers its own view of what an AIOps tool should do. BigPanda has succeeded in creating effective solutions to common operational problems that most IT operations will value.

We found especially compelling the ability to centralize alerts from several IT monitoring apps in a single console, something that is unique to BigPanda, as well as the effective Root Cause Analysis tools the platform provides. And the tool proved superior in execution of features more common to AIOps tools, such as alert grouping and the ability to spot trends in real-time data.

If you are dealing with complex heterogeneous IT operations, then you'll need an AIOps tool. BigPanda should be at the top of your list.

5. About David Linthicum

David Linthicum is a CTO and internationally renowned thought leader in cloud computing. David has spent the last 25 years leading, showing, and teaching large global enterprise organizations across all industries how to use technology resources more productively and constantly innovate.

David has been a CTO five times for both public and private companies, and a CEO two times in the last 25 years. David has published 13 books on computing and his thought leadership has appeared in Wall Street Journal, NPR, Forbes, InfoWorld and Lynda.com. He has expanded the vision of both startups and established corporations as to what is possible and achievable.

All of David's opinions are his own.

6. About GigaOm

GigaOm provides technical, operational, and business advice for IT's strategic digital enterprise and business initiatives. Enterprise business leaders, CIOs, and technology organizations partner with GigaOm for practical, actionable, strategic, and visionary advice for modernizing and transforming their business. GigaOm's advice empowers enterprises to successfully compete in an increasingly complicated business atmosphere that requires a solid understanding of constantly changing customer demands.

GigaOm works directly with enterprises both inside and outside of the IT organization to apply proven research and methodologies designed to avoid pitfalls and roadblocks while balancing risk and innovation. Research methodologies include but are not limited to adoption and benchmarking surveys, use cases, interviews, ROI/TCO, market landscapes, strategic trends, and technical benchmarks. Our analysts possess 20+ years of experience advising a spectrum of clients from early adopters to mainstream enterprises.

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