BigPanda

DATADOG

With Datadog and BigPanda, enterprises deliver extraordinary digital experiences

"'A Panda and Dog walk into a bar....' There's no punchline, we just walked out with better alerting for you, including automatic topology enrichment and dependency detection from Datadog APM."

Ilan Rabinovitch
VP Product and Community
Datadog

Some of our Joint Customers

Expedia

hulu

SONY

UNITED

Datadog and BigPanda provide the most intelligent and extensible monitoring and event management systems to help IT teams prevent incidents and outages. Datadog enriches BigPanda's Event Correlation and Automation platform, powered by AIOps, with better quality data to automate critical workflows for continuous service assurance. **The result: fewer outages, faster resolution and better applications and services.**

Customer pain

Overwhelming IT noise, changes and shifting topologies—today's fast-moving IT stacks can be a nightmare for IT Ops, NOC and DevOps teams. These teams are often saddled with tooling that struggles with manual and reactive incident response capabilities, leading to painful outages, unhappy customers, growing IT headcount and the inability to focus on innovation.

Datadog is a modern observability solution that alleviates some of these issues, by seamlessly connecting metrics, traces, logs, and more across the full DevOps stack. But even Datadog customers can have challenges:

– Many organizations often already have multiple monitoring tools, which contributes to noise and complexity.

– If there are tools or teams that have not yet migrated to Datadog, there may be gaps in critical data during an incident.

BigPanda's solution

BigPanda helps businesses prevent and resolve IT outages with their platform for Event Correlation and Automation, powered by AIOps. Our SaaS solution intelligently correlates events and alerts across Datadog and other tools in your environment. By compressing thousands of alerts into just one or two incidents, BigPanda helps IT teams detect, investigate, and resolve IT incidents faster and more easily than ever before.

A powerful new Datadog and BigPanda integration offers multiple forms of data-sharing between the two platforms, including alert, topology and change data.

Joint customer benefits

BigPanda automatically correlates alerts from all of Datadog's monitoring products, including Infrastructure, Log Management, APM and others. Datadog alerts, as well as those from any third-party tool, can easily be configured to be sent to BigPanda. These alerts are then correlated into context-rich incidents, providing significant noise-reduction and reducing MTTR.

Reduce operating costs

Improve service availability and performance
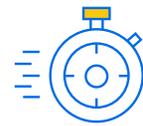
Increase business velocity

Datadog's Service Map visualizes service-to-service topology and maps dependencies between services. The new integration enables BigPanda to ingest this rich topology information to drive correlation and root-cause analysis. BigPanda also ingests CMDB data from ITSM systems to provide a full-stack view of the relationship between services in Datadog and other services.

Finally, BigPanda's Root-Cause Changes capability utilizes Machine Learning to automatically detect the root cause of incidents. It bubbles up to the user suspicious infrastructure or application changes that have a causal relationship to the incident. With this new integration, Datadog users will now be able to visualize root-cause changes within Datadog dashboards and event feeds.

Datadog + BigPanda customers

Datadog and BigPanda have both seen significant success in the enterprise segment, with demonstrated value across every industry. Our most successful customers typically have an in-house NOC or IT Ops team that is cloud or SaaS friendly. They also generally eschew a monolithic, all-in-one approach to IT tools in favor of a best-in-class strategy.

Before Datadog and BigPanda

Many organizations have hybrid IT environments mixing legacy and modern resources. To manage these environments, IT Ops teams have invested in observability, change tracking and topology tools that create noise, silos of data and friction in the incident lifecycle. Though IT leaders often hire more staff to handle the load, these teams still experience outages and poor service performance.
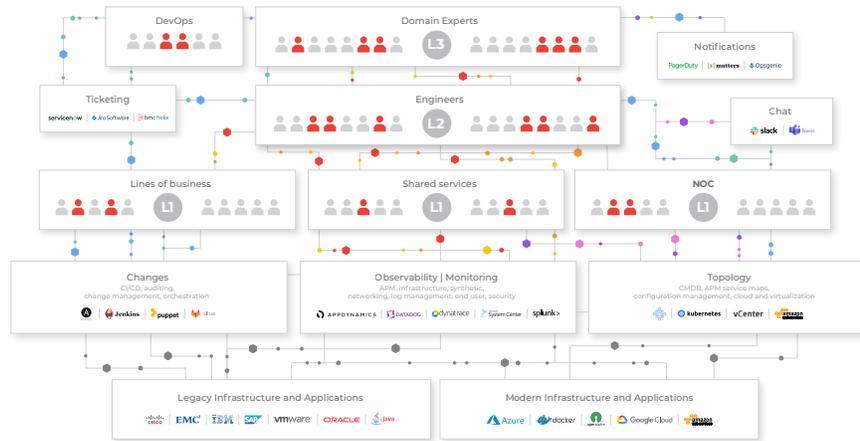
With Datadog and BigPanda

BigPanda sits between operational data and the collaboration, communication and analytic tools used in incident management. The BigPanda AIOps platform provides three key capabilities:

– **Event Correlation:** intelligently clusters alerts from Datadog and other systems, creating actionable incidents and reducing noise

– **Root Cause Analysis:** surfaces the probable source of an incident in real-time and pinpoints the most likely change that caused it

– **Level-0 Automation:** shrinks MTTR by automating key incident response workflows, including creating notifications, tickets, and war rooms.
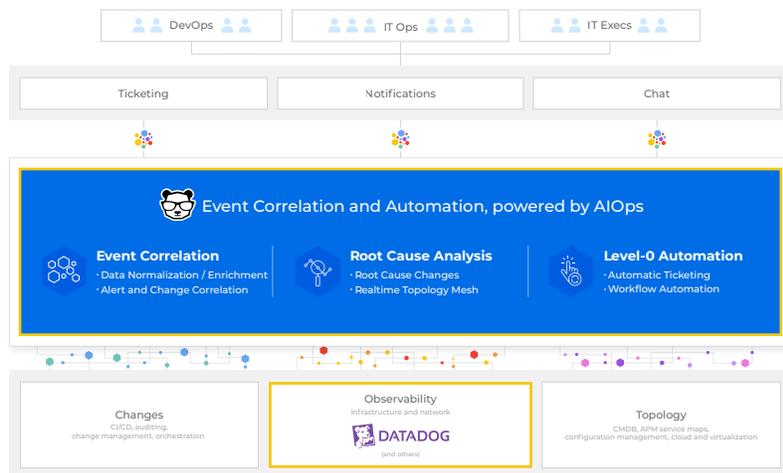
Get started with BigPanda
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