Capabilities

⊘ Detection

BigPanda Core
- Correlate alerts across applications and services.
- Enrich alerts for greater intelligence.
- Minimize alert noise and fatigue.

⊘ Triage

Advanced Insight Module
- Automate incident analysis.
- Accelerate root cause analysis.
- Identify similar historical incidents.

⊘ Investigation

Biggy AI
- Enable interactive AI for incident responders.
- Troubleshoot incidents and identify fixes faster.
- Automate incident management workflows.

⊘ Remediation

BigPanda Core
- Provide context-aware automation.
- Deliver multistep, no-touch orchestration.
- Automate CI discovery and write-back.

⊘ Prevention

BigPanda Core
- Measure KPIs with Unified Analytics.
- Identify and eliminate repeat incidents.
- Find monitoring gaps and reduce end-user tickets.

AI-powered IT operations and incident management

BigPanda enables enterprise IT to keep the digital world running by fixing reactive and chaotic processes

The rapid growth of machine-generated data is overwhelming L1 operations and service desk teams, making incident detection and investigation difficult. Fragmented knowledge and legacy tools across teams slow incident investigation and remediation, while inconsistent, siloed data and workflows hinder automation.

Existing IT service management platforms and observability tools can't handle the complexity and velocity of modern cloud infrastructures. This leaves ITOps and incident management teams with chaotic, manual processes that hinder efficiency and service reliability.

BigPanda offers a better way to accelerate and automate workflows

Our enterprise SaaS platform transforms IT noise into actionable insights, enabling faster detection, more efficient triage, and proactive response. It surfaces siloed knowledge to create situational awareness for rapid investigation and remediation.

BigPanda increases the speed and productivity of operations and incident management teams. The world's most trusted brands rely on BigPanda to improve operational efficiency and deliver exceptional service reliability to their customers.

Leading enterprises trust BigPanda

DIRECTV   IHG HOTELS & RESORTS   LUCID   NYSE   PlayStation   ※ UBS

Improve operational efficiency with AI-powered event management

- **Lower costs** by scaling with AI to maximize value from incident management and observability tools.
- **Increase productivity** by enabling every team member with expert solutions, regardless of tenure.
- **Prevent escalations** and lengthy bridge calls with context-rich alerts for early issue detection and assignment.

Improve service reliability with AI-powered incident management

- **Enable faster, smarter decisions** by accelerating incident insights on impact, priority, and root cause.
- **Reduce revenue loss** by minimizing downtime and SLA penalties.
- **Improve customer confidence** and protect brand reputation with reliable, innovative technology.

The BigPanda Difference

Purpose-built insights

Ops Centric AI synthesizes knowledge across silos by leveraging AI/ML and generative technologies to deliver informed, explainable insights in real-time. Adaptable to your organization with the ability to adjust with feedback, Ops Centric AI helps ITOps and ITSM teams accelerate their manual incident workflows.

Rapid value realization

A proven path to value enables customers to quickly adopt, measure progress, and realize the full potential of their BigPanda investment through a structured, well-honed methodology that guides customers through onboarding and adoption of AIOps use cases.
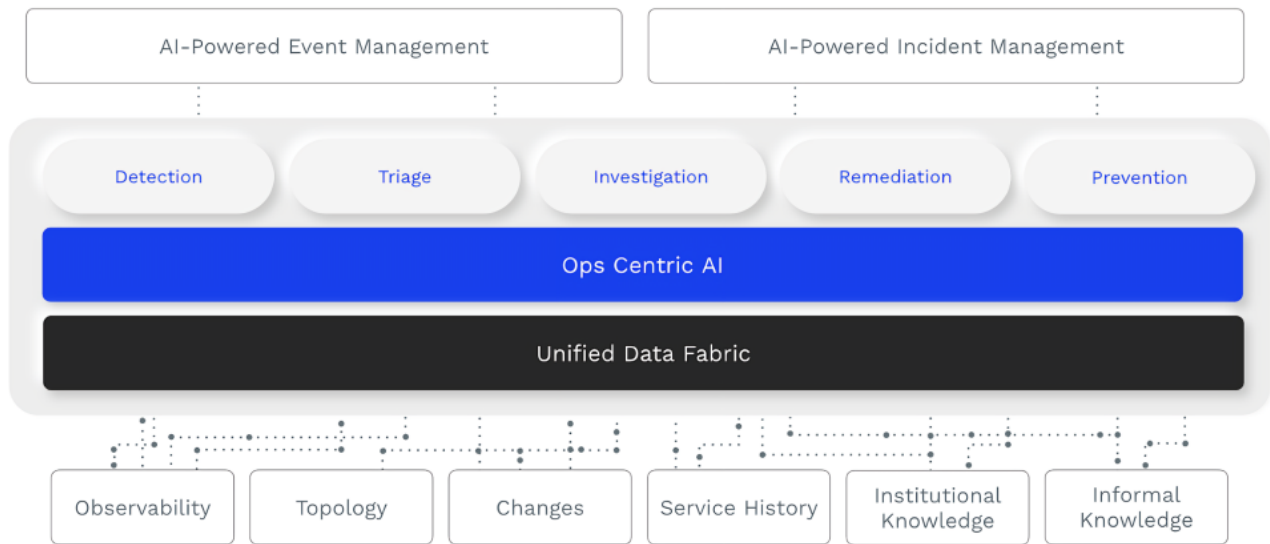
Continuous improvement

Unified Analytics integrates fragmented processes and tools with customizable, data-driven analytics to facilitate cooperation among NOC, Incident Management, and Observability teams.

Enhanced data visibility

Unified Data Fabric surfaces critical insights for each user and IT team involved in incident management processes, enriching and expanding their knowledge.

BigPanda AIOps

| AI-Powered Event Management | AI-Powered Incident Management |

| Detection | Triage | Investigation | Remediation | Prevention |

Ops Centric AI

Unified Data Fabric

| Observability | Topology | Changes | Service History | Institutional Knowledge | Informal Knowledge |

Get started with BigPanda

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