BigPanda

Level-0 Automation, powered by AIOps

BigPanda's Level-0 Automation turns manual tasks into automated workflows to accelerate incident response.

One of the main reasons outages can last for a long time in modern IT environments is because various incident response workflows are manual, time-consuming, and often error-prone. IT Ops, NOC, DevOps and SRE teams waste precious time dealing with problems caused by manual triage and sharing (through tickets, notifications and delivery systems), inconsistently syncing information between tools as incident data evolves, and other manual workflows for incident management.

BigPanda automates and streamlines the incident response lifecycle with automatic triage, ticketing, notifications and war room creation, as well as connections to Runbook Automation tools to run workflow automations. BigPanda gives IT Operations teams time back that was once spent on manual tasks, shaves critical minutes off the incident management lifecycle, and drives faster incident resolution.

Shrink MTTR
Automatically detect, triage and route incidents to the right support desk.

Keep teams in sync
Synchronize incident data between different tools and teams at all times.

Accelerate resolution
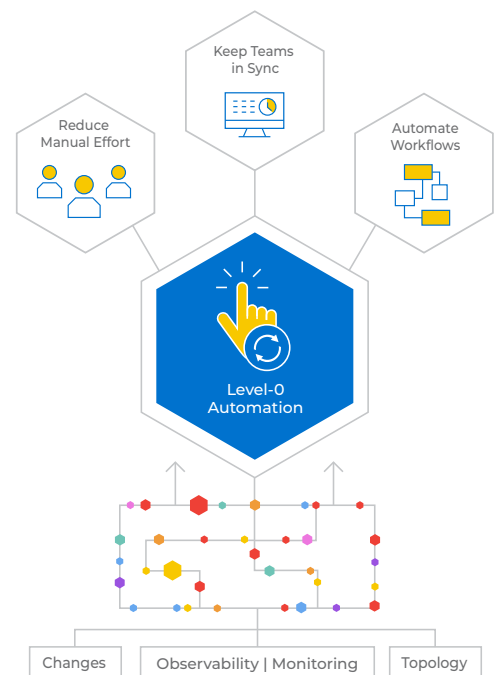Use powerful workflow automations to fix problems before they impact users.

TIVIT

"Correlating alerts from across the enterprise has reduced our ticket volume by 60%, so analysts can be proactive instead of always responding to incidents and problems, and they have cut MTTR by 40%."

**George Bem, CTO and Director of Innovation, TIVIT**

How it works

BigPanda's Level-0 Automation automates the stressful and highly manual incident triage process, allowing IT Ops teams to rapidly handle a high volume of incidents. BigPanda Level-0 Automation also allows teams to integrate different collaboration tools and automate creating tickets, sending relevant notifications, and setting up war rooms with the right teams. Automatic bi-directional syncing ensures that teams on either side always have access to the latest incident information and updates. BigPanda also connects to Runbook Automation tools to run workflow automations that can resolve incidents more quickly.

Together, these automations shave critical minutes off of incident response, and help organizations and their IT Operations teams rapidly resolve incidents and outages.

Reduce Manual Effort — Keep Teams in Sync — Automate Workflows — Level-0 Automation — Changes | Observability | Monitoring | Topology

 BigPanda

BigPanda can automatically share critical incidents to any IT collaboration tool used by your organization, including ServiceNow, PagerDuty, and Slack (shown here). Integrations are bidirectional, so changes in one tool are reflected in others.
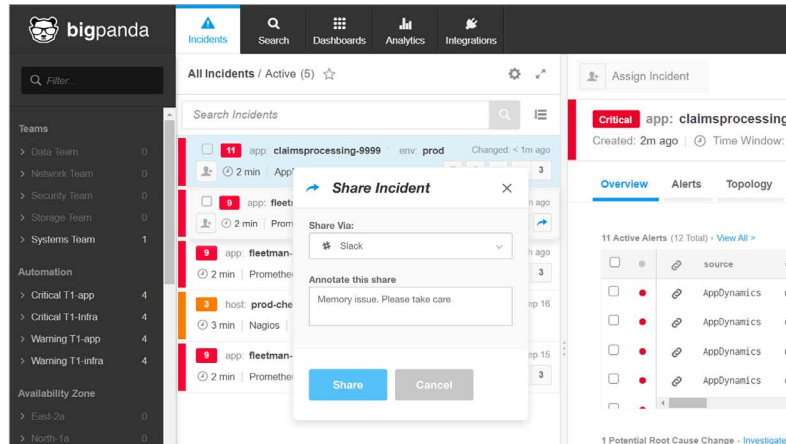
Key Capabilities

Automatic Incident Triage

BigPanda accelerates triage by letting enterprises automatically calculate and incorporate business metrics and context into incidents, allowing IT Ops and NOC teams to rapidly handle a much higher volume of incidents than before. It enables the sharing and triggering of workflows in other tools, and it helps route the right incidents to the right teams for faster resolution.

Ticket creation

With BigPanda, you can automate ticket creation so teams responsible for incident handling can start working on incidents as soon as BigPanda detects them. BigPanda's out of the box integrations with ticketing include ServiceNow, JIRA, BMC Remedy and others, and allow you to configure BigPanda such that when specific types of incidents (e.g. critical incidents, incidents affecting a specific location) are detected, tickets are automatically created and routed.

Targeted notifications

BigPanda automates the sharing of incidents with notification tools so that DevOps/Level-3 and other teams can start working on incidents upon detection. BigPanda's OOTB integrations with notification tools (PagerDuty, OpsGenie, others) allow you to configure BigPanda such that when specific types of incidents (e.g. critical incidents, issues affecting a specific service) are detected, notifications are automatically sent to relevant DevOps/Level-3 teams.

Automatic war rooms

BigPanda can automate the creation of Slack war rooms, share relevant incidents in those war rooms and invite relevant DevOps/Level-3 team members. Through integrations with chat tools (Slack, Microsoft Teams), BigPanda can be configured such that when incidents are detected, war rooms are automatically created and populated with incident details.

Bidirectional sync

All automation integrations are bi-directional, so updates inside BigPanda or other tools are automatically synchronized even after an incident has been shared. In the process, BigPanda shares critical monitoring/observability data with collaboration tools, giving every IT Operations team member and tool-user the same real-time view of the incident and the remediation effort.

Workflow automation

By leveraging BigPanda's powerful, easy to use REST API, organizations can easily integrate BigPanda with automation tools such as Rundeck, StackStorm, and Resolve Systems to run workflow automations. These automations dramatically accelerate incident resolution and reduce MTTR.

If you have an opportunity you want to partner on, reach out to info@bigpanda.io or call (650) 562-6555.

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