

Benefits



Faster incident resolution

Instantly uncover crucial details for incident triage, investigation, and remediation and reduce mean time to resolution (MTTR) by up to 50%.



Real-time causality

Identify change-related root causes as soon as an incident occurs so responders can quickly and clearly understand why it happened.



Root cause analytics

Measure and optimize interrelated change data to understand where and how to improve root-cause detection and incident-response workflows.

BigPanda Root Cause Analysis

Use AI to accelerate IT incident investigation and resolution.

Seconds matter: IT outages can cost large enterprises nearly **\$25,000 per minute**. BigPanda includes features to identify the source of issues quickly so you can significantly reduce the time required for investigation and resolution.



Automatically identify causality

Quickly identify the contributing factors of IT incidents across complex hybrid-cloud environments. Suggest steps to remediate in real time.



Track changes that trigger incidents

Visualize the chronological alert history to identify where problems originate. Instantly correlate multisource alerts with change data to give responders a high-confidence, comprehensive view of the statistically significant system changes that cause incidents.



Identify and explain incident impact

Access easy-to-understand, natural-language descriptions of the probable root cause and potential impact of incidents across interrelated IT systems.

Key capabilities

- **Incident triage:** Distilling millions of events into contextualized, actionable, high-quality intelligent alerts to reduce IT noise by 90% or more.
- **Change analysis:** Advanced AI analyzes change data associated with an incident to provide fast, precise root-cause identification at the time of the incident.
- **Correlation:** Match alerts to change data to identify incident-impacting changes. Automating correlation allows operators to focus on resolving critical issues instead of manually sifting through alert data to identify connections.
- **End-to-end visibility:** Centralizing information from change management, topology, monitoring, CMDB sources, and more into a single platform helps eliminate data silos across your IT stack.
- **Alert chronology:** By highlighting the order and timing of each alert within an incident, teams can more quickly trace the probable root cause and identify how to resolve the incident.

Get started
with **BigPanda**
Root Cause
Analysis.

bigpanda.io



	Multisource correlation	AI-generated root cause	AI-enhanced change analysis
Challenge	IT teams waste significant time during incident investigations by manually searching for relevant information.	Most service-impacting incidents result from dynamic infrastructure changes. Identifying the specific actions that likely caused the issue requires manual effort.	A lack of change-data analytics makes it difficult to improve incident management. Identifying incident impact requires manually tracking changes.
How BigPanda helps	Alert correlation adds vital context to generate actionable incidents, reveal patterns, and quickly identify likely causes.	Eliminate irrelevant alert and change matches so incident responders can more quickly identify probable root cause.	Interactive Unified Analytics dashboards allow teams to explore, filter, and investigate change data to improve workflows.
Business value	Resolve incidents significantly faster.	Reduce manual effort and scale ITOps impact.	Optimize root-cause analysis and incident investigation.

FREEWHEEL
A COMCAST COMPANY

“BigPanda helps us detect incidents and uncover probable root cause in real time, which has significantly reduced our MTTR by 78%, from 25 hours to 5.5 hours per incident.”

Michael Lorenzo
Senior Director of Operations, [FreeWheel](#)

IHG
HOTELS & RESORTS

“With BigPanda, we’re using automation and AI to reduce our MTTR and keep our services running. We have reached a service availability of 99.8%, which is the best on record for our internal systems.”

Alvin Smith
Vice President, Global Infrastructure and Operations,
[IHG Hotels & Resorts](#)