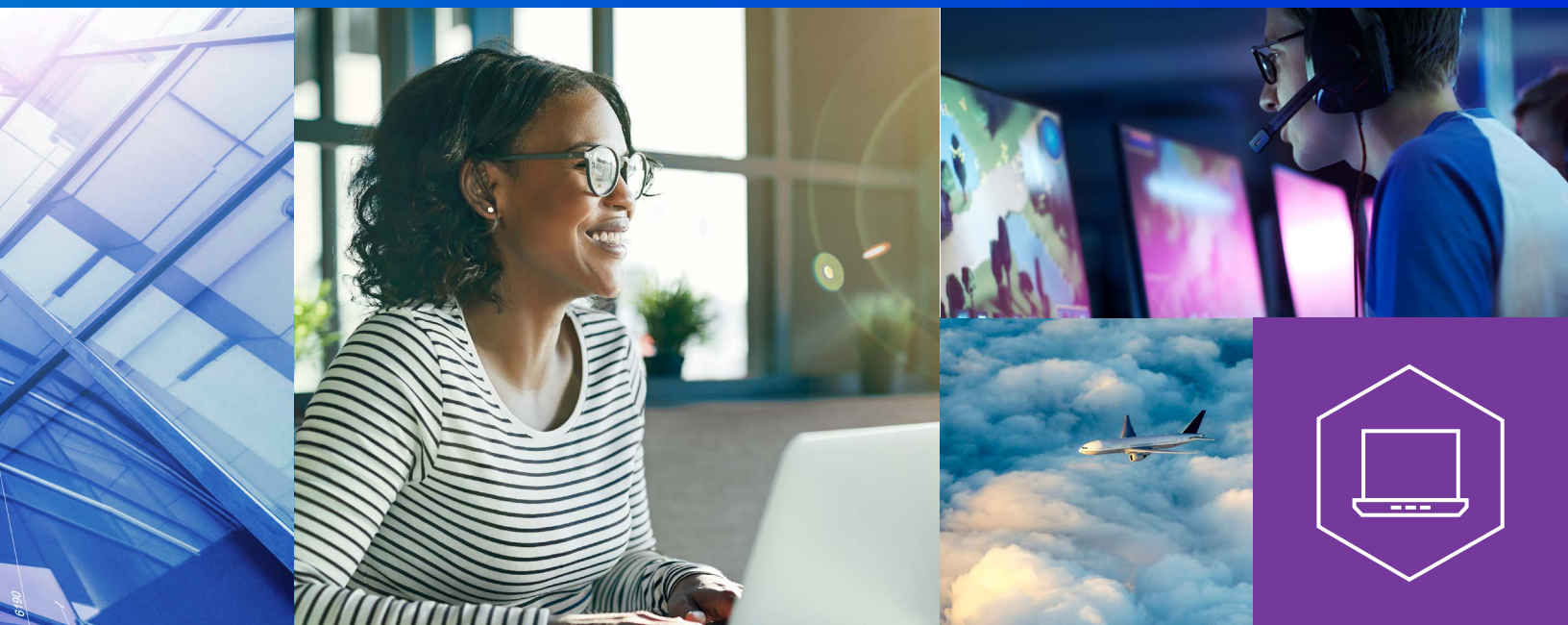**BigPanda**

Turn the corner on AIOps initiatives

Get deeper engagement and faster time-to-value with BigPanda

Many IT teams have been forced to rethink their AIOps plans, delay deployments and deal with runaway costs due to shifts in their vendor roadmap. This is particularly true of customers who selected Moogsoft to support their AIOps strategy.

In the last twelve months, Moogsoft exited the space, focusing on building core competencies in observability and monitoring, with emphasis on supporting mid-market organizations. This has led customers to BigPanda, the market leader in AIOps for Event Correlation and Automation. Fortune 1000 companies trust BigPanda to help them avoid outages, accelerate incident response, and maximize service availability.

BigPanda helps IT Ops, NOC, DevOps and SRE teams achieve their goals for AIOps that is easily deployed and scales to support the most complex environments. While there are basic requirements customer should expect from tools that apply explainable artificial intelligence and machine learning to drive event correlation and automation, BigPanda is truly differentiated in three areas:

Rapid integrations. To get the greatest value from an AIOps platform, IT teams must get all their data in one place. This is often the biggest, most costly and over-looked barrier to success—particularly when vendors have complex, proprietary methods for data integration. BigPanda provides dozens of integrations right out of the box and an open API so IT Ops teams can rapidly bring in data from custom, home-grown applications and tools, avoiding the typical costs and time that come with aggregating, normalizing and enriching data.

Open Box Machine Learning. Many machine learning tools take a "black box" approach, limiting how teams see, understand and control the underlying logic. This leads to trust, adoption and reliability issues. With BigPanda Open Box Machine Learning, the logic is explained in plain English. Teams can edit this logic to add situational context without requiring expert data scientists. Teams can also run what-if experiments on live production data to make sure their changes work as intended before deploying them—promoting higher trust and adoption of the machine learning throughout the organization.

Rapid time to value. Customers typically deploy AIOps to address time-sensitive initiatives. These could include reducing the chaos caused by incidents, eliminating the manual effort of sifting through alert noise, and improving service performance and availability. Taking months to deploy the solution is not ideal, and taking years to see value from their investment is not an option. Rich built-in capabilities and customizability make BigPanda fast to implement, with go-live dates and positive impact on incident management happening in a matter of weeks…milestones that have taken years for IT Ops teams running competitive products.

Here are a few stories about customers who made the move to BigPanda.

Financial services leader struggled with Moogsoft implementation, then turned to BigPanda

A financial services firm tried to implement Moogsoft for three years but the solution wasn't delivering on fundamental requirements.

- ✓ BigPanda went live in ten weeks, delivering on AIOps objectives very quickly

- ✓ The organization does integrations in-house, which had been impossible before

- ✓ Lower solution overhead frees up staff and eliminates daily incident chaos

Their challenges

Even with a full-time resource dedicated to Moogsoft, the customer was frustrated by unplanned cost and delays as they attempted to correlate monitoring data. This also impacted visibility into 30+ mission-critical applications. The fractured view persisted, and critical outages multiplied, as Mean Time to Detect and Mean Time to Resolve suffered.

The IT Ops team struggled with Moogsoft's black box approach to individual machine learning "recipes." The mechanism spawned false positive incidents and created so many "situation rooms," the incident management process became chaotic and the IT Ops team lost confidence in the system.

Why they chose BigPanda

1. **BigPanda Open Box Machine Learning—**the IT Ops team is able to see, understand, modify and test event correlation logic, day-to-day efficiency increased while costs decreased. The team gained confidence in how BigPanda intelligently identifies correlations across event data and today, can quickly act on a smaller number of actionable incidents.

2. **Self-service integration—**the customer can integrate monitoring, change and topology tools on their own, including complex tools that other vendors would have charged them for.

3. **Workflow automation—**in particular, a two-way integration with ServiceNow, automatically generates tickets and keeps them synced, eliminating low-value manual work and accelerating resolution.

Online gaming company replaced Moogsoft's black box approach with BigPanda's Open Box Machine Learning

A leader in networked online gaming struggled with Moogsoft's black box approach to machine learning.

Their challenges

The Ops team was frustrated with their lack of control over Moogsoft's correlation algorithms, which often generated results that could not be trusted. Operators couldn't adjust the patterns being used and operators who could plainly see that multiple events were related to a single situation had no way of merging them to correct flawed machine learning rules.

Every two weeks, when servers were put into maintenance mode for patches and changes, thousands of alerts inundated the NOC, creating about 300 mostly false, unactionable Jira tickets. Teams were overwhelmed by the ensuing incident management chaos, and dozens of hours were spent each month creating workarounds.

Why they chose BigPanda

1. **No missed incidents**—IT Ops no longer faces the massive amount of triage and extra work handling incorrect correlations that they were used to with their previous system. That release from tedious tasks frees them to focus on innovating, adding new service capabilities and increasing their subscriber volume without risk.

2. **Rapid integration**—The customer was able to integrate their core monitoring pipeline with BigPanda in just a few hours. They even set up integrations like SolarWinds on the first day—integrations that had taken years to implement with Moogsoft.

3. **Rapid time-to-value**—during an eight-week proof of value (POV), BigPanda delivered parity with functionality that had taken over two and a half years to build up. In fact, the engineers were so pleased with BigPanda that they abandoned their existing Moogsoft system during the PoV.

- ✓ MTTD for P3-P5 incidents: Improved 76% (from 10.7 to 2.5 minutes)

- ✓ MTTR for P3-P5 incidents: improved by 79% (from 793 to 166 minutes)

- ✓ Signal-to-noise ratio: improved ~3x (from 26% to 75%)

- ✓ Tickets generated by semi-weekly maintenance: decreased 99% (from ~300 to 3)
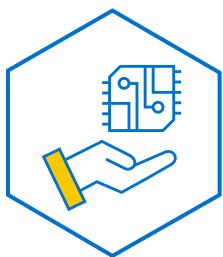
A SaaS provider tried multiple approaches to create a Level-0 support tier…and succeeded with BigPanda

A software-as-a-service provider wanted to adopt AIOps to provide their L1 support team with context-rich insights and incidents, and reduce manual toil.

Their challenges

The IT Ops team was struggling with Moogsoft's capabilities to normalize and enrich event data. They built a homegrown platform for event management to compensate for the shortfall. Unfortunately, that required more manual effort, which they addressed with a dedicated FTE just to maintain the platform itself. The workaround also didn't effectively share data with ServiceNow and notification tools, further increasing total cost of ownership.

Meanwhile, the NOC was constantly flooded with alert noise and escalations, which wasted resources and jeopardized effective incident response. NOC operators had little visibility or control over the Moogsoft instance, which required a dedicated team of 30 employees just to manage it.

Why they chose BigPanda

1. **Tools consolidation—**by implementing the BigPanda platform, the IT Ops team was able to consolidate their tooling.

2. **Noise reduction—**the team is no longer overwhelmed with alert noise, so operators can focus on the smaller number of actionable incidents.

3. **Automated incident workflows—**BigPanda's integration with ServiceNow automates ticket escalation, reducing manual effort while standardizing the process and improving quality. This optimization freed up half of the 30-person team to support the company's emerging DevOps model.

✓ Retired resource-intensive homegrown incident management solution

✓ Dramatically reduced alert noise and unnecessary escalations

✓ Automated manual processes to liberate 15 FTEs from the Level-1 support tier

Global airline evaluated solutions for event correlation... their AIOps strategy took off with BigPanda

In an effort to eliminate its reliance on massive, interminable "bridge calls from hell," a major airline evaluated BigPanda and Moogsoft side-by-side.

Their challenges

The airline needed to replace a legacy HP monitoring stack that generated so many alerts that IT Ops had to ignore them to avoid becoming overloaded. The IT Ops team evaluated BigPanda and Moogsoft side-by-side by intentionally flooding both systems with alerts to see who could extract the most accurate insights and give the team a context-rich set of actionable incidents sooner.

From the first day, BigPanda distinguished itself: Moogsoft needed nearly a month for some integrations, while BigPanda was ready to pinpoint the root cause of critical incidents almost immediately. Within a 21-minute window, BigPanda discovered a web server that needed to be rebooted, avoiding an expensive ground stoppage. The BigPanda champion was able to tell 120 people on a bridge call that they could drop, because BigPanda had helped them resolve the issue.

Why they chose BigPanda

1. **Successfully deployed AIOps—**the BigPanda platform enriches incidents with context across the environment, enabling the IT Ops team operators to accelerate response and avoid outages. In fact, the team was able to reduce MTTR for Tier 1 applications by 40%.

2. **Noise reduction—**with BigPanda, alert noise was brought under control, eliminating duplicates and noise; they went from 2,780,000 alerts per month to 16,000 ServiceNow tickets. By correlating events and prioritizing alerts, the right information can get to the right people at the right time.

3. **BigPanda has also simplified IT Ops** by consolidating the monitoring environment from 9 tool consoles to a single console. These advances have shifted incident management left, to handle more tickets before they impact revenue or business continuity.

✓ Improved MTTR for Tier 1 apps by 40%

✓ Reduced 2.8M monthly alerts to ~16K ServiceNow tickets

✓ Gained holistic visibility into incidents across the entire IT stack

Those were just a few stories of customers who moved from the pastures of AIOps promises to BigPanda. Find out how BigPanda can turns IT data into insights and manual tasks into automated actions.

Reduce operating costs

Prevent outages, reduce escalations and consolidate or eliminate tools that are not providing value in the incident management lifecycle

Improve performance and availability

Reduce IT noise, detect and resolve incidents faster, reduce downtime and automate incident response

Accelerate business velocity

Streamline collaboration, help L1 teams handle more incidents and free up high-value resources to work on valuable business initiatives

Today, IT Ops, NOC, DevOps and SRE teams struggle with manual and reactive incident response capabilities that are badly suited for the scale, complexity and velocity of modern IT environments, resulting in painful outages, unhappy customers, growing IT headcount and the inability to focus on innovation.

BigPanda helps businesses prevent and resolve IT outages with their platform for Event Correlation and Automation, powered by AIOps, improving service availability, reducing costs, and giving their teams time back for digital transformation.

Get started with BigPanda
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