

Simplifying the migration from Netcool to BigPanda



Prepare

Understand
Enhance
Design



Act

Integrate
Enrich
Configure



Notable Metrics

Define
Align
Baseline



Deploy

Test
Enable
Train



Assure

Assist
Optimize
Scale

Netcool/Omnibus customers are faced with the challenge of trying to support dynamic, cloud based environments using a rules-based solution that was built in the 1990's for legacy infrastructures. That's why BigPanda created a five-step go-live process called "PANDA Rollout" designed to help large, complex enterprises go-live with BigPanda in under 12 weeks.

The PANDA Rollout program has been critical to companies like Tivit, Marriott, Kohl's and others which successfully migrated from their legacy event management solution Netcool/Omnibus to BigPanda, with a 100% success rate, bringing IT Ops event correlation, automation and incident management into the 21st century. Here's an overview of this program:



Step 1: Prepare (approximately two weeks)

During this step, BigPanda **designs a scalable architecture** based on the customer's current state, incident management requirements, and desired end-state. In this step, BigPanda will:

- **Assess** the state and design of customers' end-to-end Incident Management lifecycle. Identify existing data sources (changes, topology, monitoring and observability) and outbound integrations (ticketing, notifications, data export).
- **Assess** the existing Netcool/Omnibus deployment and configuration, including probes, gateways, automations and triggers, Netcool/Impact policies (if used), enrichment, reporting, and incident workflows.
- **Define** and document the customer's desired state by synthesizing the customer's business and technology goals, as well as value cases, then aligns them with BigPanda's capabilities in Event Correlation, Root Cause Analysis and Level-0 Automation.
- **Tailor** the BigPanda deployment, incorporating the full spectrum of BigPanda's features (including Open Integration Hub, Open Box Machine Learning, Realtime Topology Mesh, Root Cause Changes, Incident 360, Automated Ticketing and Smart Incident Tagging).



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Step 2: Act (approximately six weeks)

During this step, BigPanda **implements its platform with an emphasis on self-service**. That means after go-live, customers will be able to configure, customize, fine-tune and maintain the BigPanda platform on their own. BigPanda will specifically provide these two services:

- **Help** the customer's admins understand the different ways in which BigPanda's platform supports self-service which includes:
 - the use of the REST API, admin consoles and OOTB integrations to perform the vast majority of configuration, customization and fine-tuning
- **Leverage** BigPanda best practices to configure and customize the platform according to the design and value cases identified in Step 1. We'll document all the work performed to help customers own the platform post go-live.
- the use of the pattern editor to edit, test and preview ML-generated correlation patterns to gain control over incidents and tickets.



Step 3: Notable Metrics (approximately two weeks)

During this step, BigPanda **activates and configures dashboards** that display different ready-to-use IT operations metrics and KPIs. These dashboards can provide visibility into team performance, MTTx trends, application and infrastructure hotspots, and more.

BigPanda also defines KPIs specific to your environment and sets up baselines to track improvements over time.



Step 4: Deploy (approximately one week)

During this step, BigPanda **transitions the customer's BigPanda instance to production**.

As part of this step, BigPanda trains the customer's admin team using a "train the trainer" approach, and facilitates a smooth transition to BigPanda's Customer Outcomes and Technical Support teams.



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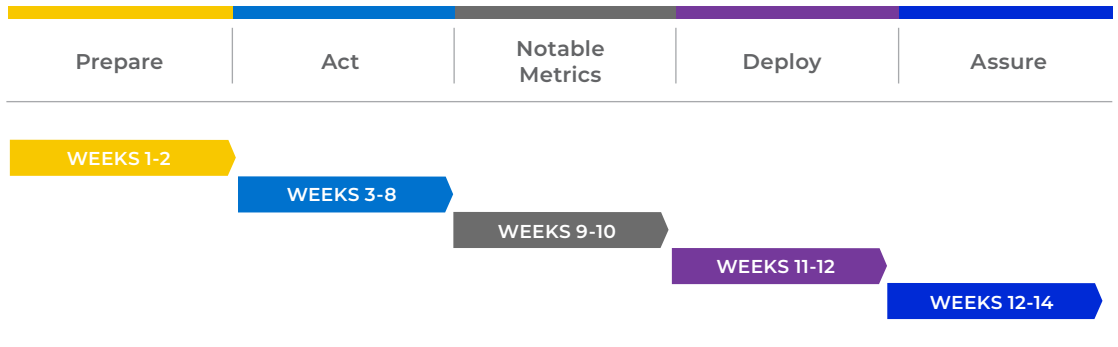
Step 5: Assure (approximately two weeks)

During this final step, which follows the customer’s go-live date, BigPanda **sets up the foundation for ongoing customer success**. During these two weeks, BigPanda is laser-focused on:

- **Monitoring** the customer’s experiences with BigPanda on a day-to-day basis, and continually optimizing it.
- **Helping** customers optimize their integrations using BigPanda’s Integrations Diagnostics feature
- **Helping** customers make ML-assisted correlation and configuration changes on their own and roll them out seamlessly, without disruptions or downtime (BigPanda’s platform is built to facilitate this)
- **Helping** customers learn how to respond to business growth by scaling their BigPanda implementation, and building new integrations on their own

If you are questioning how to move beyond what you have with Netcool/Omnibus, BigPanda’s Event Correlation and Automation platform is the answer.

Find out why a growing number of Fortune 1000 and Global 5000 companies rely on BigPanda, then decide if a move from Netcool to a cool BigPanda is right for your organization.



Get started with BigPanda
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