About our customer

A world-renowned video game developer and online platform provider responsible for some of the most successful games in history, with over 10 million subscribers worldwide.

The large-scale nature of their organization requires that their IT Operations be efficient and well-integrated, making BigPanda an ideal choice for their technology stack.

How BigPanda helped bring order to an online gaming multiverse

An internationally successful game developer and platform provider was having difficulty with noise and efficiency in their IT Ops environments and processes. This company knows its data better than most, and it understands the finer points of correlation to make best use of that data. However, their operations team struggled to apply that skill effectively on its massive gaming server farms, because they were hampered by Moogsoft's black box machine learning.

Customer challenges

The customer's operations team was frustrated by the fact that Moogsoft's non-deterministic machine learning prohibited them from editing the algorithms or correlation patterns it employs. This inhibited the Global NOC (GNOC) operators from getting full value out of their data.

As a result, correlation in their environment was haphazard and of poor quality. NOC teams commonly recognized that multiple events were all related to a single incident, but Moogsoft failed to make the correlation. The routine failures of Moogsoft's black box machine learning approach slowed the operations team and increased mean time to resolution (MTTR).

An especially high-impact effect of poor correlation came every two weeks, when the massive server infrastructure that powers the company's online games were put into maintenance mode. Applying patches and changes caused a flood of thousands of alerts, inundating the GNOC—creating 300, mostly false, unactionable situations with a Jira ticket assigned to each. Teams were overwhelmed by the chaotic workflow in what should have been a business-as-usual situation.

As more of these subpar maintenance scenarios arose, the gaming provider's Director of IT Operations became increasingly irritated with the black box limitations of Moogsoft's machine learning technology, as well as its rigid workflows and focus on Moogsoft's console instead of their native processes. With a signal-to-noise ratio just over 25%, poor correlation and limited operator control, the tool was arguably creating more work than value.

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Customer objectives

Enhance control over correlation
Operators can see, edit and tweak correlation patterns using Open Box Machine Learning

Reduce alert noise ~3x
Improving signal-to-noise ratio increases the NOC's ability to respond to incidents before they are escalated

Increase value of existing tools
NOCs can get more value out of their existing tooling with improved correlation and simplified means of making changes

Autonomous operations
BigPanda often detects and auto-remediates incidents in less than a minute

Improve uptime and user experience
Satisfying a demanding user base increases average revenue per user and customer loyalty

The BigPanda solution

The Director of IT challenged BigPanda to improve their overall challenges with event, incident and problem management.

Within an eight-week Proof of Value (PoV) with BigPanda, the gaming provider experienced:

– **Rapid uptake:** An engineer at the gaming provider was able to integrate their core monitoring pipeline with BigPanda in just a few hours. In fact, he was also able to set up several integrations, including SolarWinds, on the first day. These integrations had taken years to implement with Moogsoft.

– **Automated bi-directional ticketing:** BigPanda's Open Integration Hub automatically generates Jira tickets and auto-remedies many issues in under a minute.

– **Demonstrable results:** After standing up the PoV, BigPanda ran side-by-side in production with Moogsoft for 10 days. Just a few hours in, dozens of the customer's engineers were so pleased with BigPanda's Open Box Machine Learning and ease of use that they abandoned Moogsoft right in the middle of the PoV.

The gaming provider went live with BigPanda within 12 weeks of the initial contract signature and never looked back. Within the first 30 days, they were able to achieve a 99.9% compression rate. More importantly, they improved their signal-to-noise ratio from just over 25% to more than 75% within two quarters.

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Building blocks to improved event correlation

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The objective	– Improve performance and availability of business services	
Positive business outcomes	– Improved internal and external customer satisfaction	– Improved brand loyalty – Improved SLA achievement
Required capabilities	– Machine learning that can be understood, tested, controlled and trusted by existing teams to improve correlation – Advanced analytics for performance tracking and ongoing optimization	– Ability to integrate with all current and future IT tools, processes and technologies, including two-way real-time integration with Jira – A platform that is fast and easy for teams to implement, adopt and use
Differentiators	– **Open Box Machine Learning:** replaced closed-box Moogsoft machine learning to increase determinism and customer control – **Enterprise-class integrations:** custom and out-of-the-box domain-agnostic monitoring tool integrations	– **Operational analytics and reporting:** more API-driven, automated, modernized event correlation – **Rapid time to value:** achieved parity with Moogsoft in eight weeks, went live within 12 and onboarded NOC agents with just a couple hours of training

The BigPanda difference

When the gaming provider brings in a new technology, it does so with caution, to avoid interfering with the approximately 1,400 operators and engineers who are impacted by the monitoring stack. BigPanda operates headless, able to conform to the workflows and tools that staff are already accustomed to, without needing to introduce a new admin console or requiring retraining.

" **Enabling our gamers with a better experience means they're online longer, they're playing more, they're giving positive reviews on social media, they're buying more product, they're building the brand. Branding and gaming experience is everything."**

– IT Director, GNOC organization

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The customer now runs BigPanda in the GNOC, and it has completely replaced Moogsoft. Most importantly, the operations team no longer has to spend time triaging missed correlations that they were used to in the Moogsoft era. The Ops team can now focus on innovating and adding value to the organization.
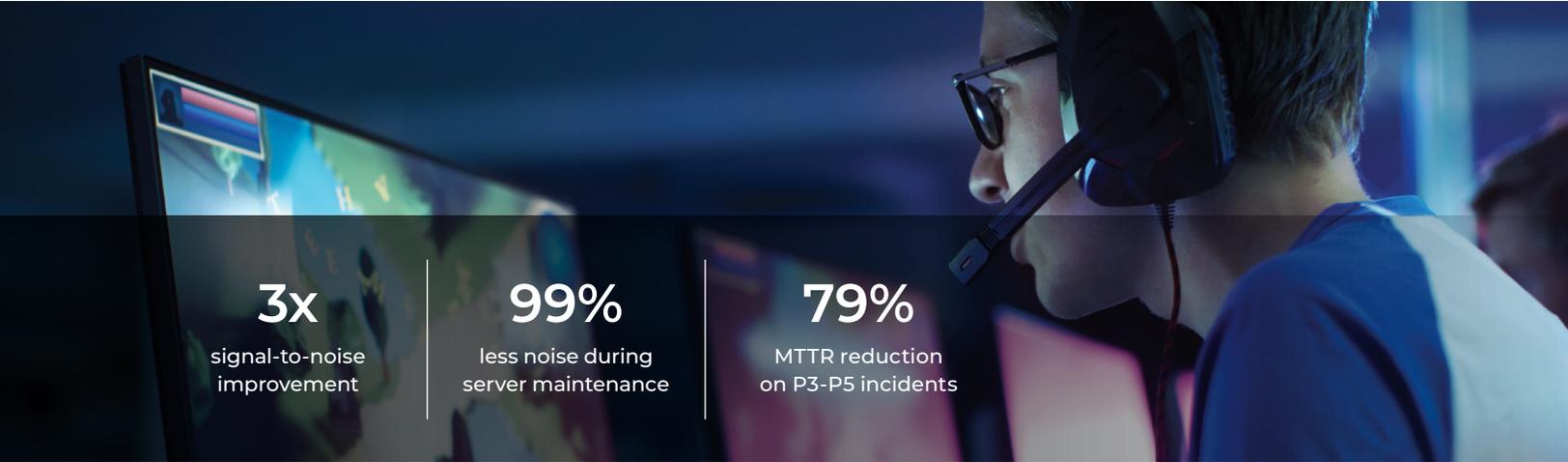
3x
signal-to-noise
improvement

99%
less noise during
server maintenance

79%
MTTR reduction
on P3-P5 incidents

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