How BigPanda helped a financial services company replace a legacy solution and improve IT Ops

About our customer

A major investment management firm. In the world of financial services, stability is king. Customers need to be confident that their investments, and all the services associated with managing them, are secure and responsive.

In order to best serve its clients, the customer turned to BigPanda to replace its outdated Moogsoft implementation.

Integrated tools

ServiceNow, SolarWinds, Cloudwatch, AppNeta and MIR3.

Investment management firms are relied upon for their expertise, security, stability and capital growth. One such financial services provider was struggling with downtime, poor customer experience, and financial penalties from missed SLAs and regulatory fines due to their Moogsoft IT operations tool. The firm ended up replacing its legacy solution with BigPanda to resolve those issues and modernize their incident management, powered by AIOps.

Customer challenges

When the BigPanda team was introduced to the customer, they were frustrated with their Moogsoft implementation. After three rough years, it was still woefully incomplete and ineffective.

At every turn, Moogsoft added new costs and time requirements in attempts to integrate monitoring solutions that would provide visibility into 30+ mission-critical applications. As a result, efficiency plummeted as staff had their time consumed by managing and repairing the implementation.

The engineering team was also frustrated by Moogsoft's lack of company direction and roadmap, as they kept moving the goal posts. The engagement became more erratic, which led Moogsoft to try to simulate a cloud solution by hosting the customer's on-premises legacy toolset off-site. That game of make-believe ended badly, wasting time and resources. To say the least, the team felt that the Moogsoft engagement was holding them back, rather than moving them forward.

The firm struggled to aggregate monitoring data from across the environment, which proved to be a manual, resource-intensive process. They knew that many incidents and outages were being caused by changes to infrastructure and applications, but they had no way to reveal the causal relationships that would have enabled effective response. What's more, alerts flooded in during maintenance hours, and operators often missed actionable alerts in the sea of noise. Critical outages multiplied, and MTTD and MTTR suffered.

To configure alert correlation, the firm had to settle for Moogsoft's black box approach, based on individual "recipes." As those recipes multiplied, they became less effective, until the system was actually generating one or more situations (equivalent to an incident) for every alert, failing to provide even the most basic alert correlation that was needed. Because the lack of correlation spawned so many situations, it also created massive numbers of situation rooms—so many, in fact, that the rooms became unusable. With so many inoperable Moogsoft features, the customer looked for better options. They saw immediate potential with BigPanda's Open Box Machine Learning.

Customer objectives

Replace slow, resource-intensive Moogsoft project

Improving incident management frees up resources and accelerates implementation dramatically

End alert floods during maintenance windows

Putting alerts for monitoring sources in maintenance mode prevents missing actionable alerts in a sea of noise

Accelerate setup of enterprise-class integrations

Simple inbound and outbound integrations include ServiceNow, SolarWinds, Cloudwatch, AppNeta and MIR3

Provide effective correlation of alerts

Replaced Moogsoft's broken system of "recipes" with modern event correlation based on Open Box Machine Learning

Unify visibility with BigPanda Incident 360

Intuitive UI visualizes incident timelines, summarizes incidents, traces root-cause changes and provides health dashboards

The BigPanda solution

It was clear to the customer immediately that BigPanda would yield better outcomes than their current solution. A proof of value (PoV) completed in just under five weeks made it obvious that they needed to make the switch. The capabilities and benefits of the BigPanda solution were too good to ignore. Additionally, the customer's experience collaborating with BigPanda during the PoV process showed them that BigPanda's people are as important a factor as BigPanda's product, when it comes to choosing who to do business with.

The customer points to the following as especially valuable benefits:

– **Self-serve integrations:** The customer was able to aggregate alerts from a fleet of 50+ on-premise and cloud monitoring tools. During the PoV, the customer integrated ServiceNow themselves in about 45 minutes, compared to Moogsoft's quote for additional fees and a completion timeline of several weeks.

– **Alert correlation:** BigPanda's Open Box Machine Learning enriches alerts, intelligently identifies connections among them and pares them down into a smaller number of actionable incidents. The platform gives operators full visibility and control over those processes, using simple, intuitive commands.

– **Visualization and monitoring:** Analytics dashboards provide real-time overviews of uptime and MTTx metrics, while also delivering insights. BigPanda's monitoring tools dashboard analyzes and highlights hotspots, top alerts, top checks and mean time between failures for all alerts ingested.

– **Workflow automation:** Two-way integration between BigPanda and ServiceNow automatically generates tickets and routes outage incidents, eliminating manual work and accelerating resolution.

> **What we did in a couple weeks on the PoV with [BigPanda] was a year's worth of work with Moogsoft."**
>
> **– Engineer, major investment management firm**

Building blocks to improved reliability in financial services

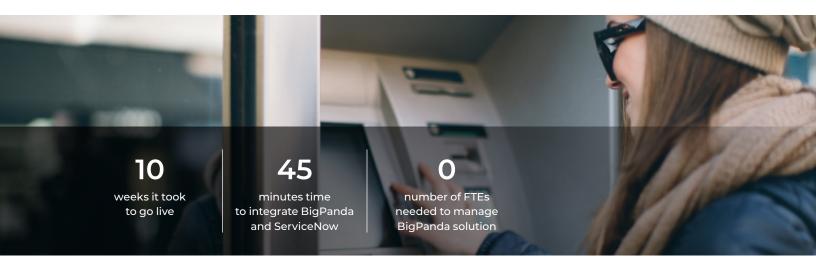|		
The objective	– Improve performance and availability of business services	
Positive business outcomes	– Improved internal and external customer satisfaction – Improved revenue	– Improved brand loyalty – Improved SLA achievement
Required capabilities	– Automation of manual incident management workflows – Machine learning-driven correlation of noise into actionable insights to improve MTTx – Advanced analytics for performance tracking and ongoing optimization	– Ability to integrate with all current and future IT tools, processes and technologies – Unified operations console for all fragmented tools, teams and clouds – A platform that is easy and fast for teams to implement, adopt and use
Differentiators	– **Domain-agnostic integrations:** enterprise-class integrations of 30+ applications in a fraction of the time needed for Moogsoft – **Operational analytics and reporting:** built-in analytics dashboards in BigPanda give full-time KPI visibility, without third-party tools – **SaaS-native platform:** truly managed solution in place of Moogsoft's spotty attempt at hosting its legacy solution	– **No experts required:** previously, the customer had to depend on Moogsoft for integrations; they can integrate tools themselves with BigPanda – **Rapid time-to-value:** What the team achieved in a couple of weeks with BigPanda was equivalent to a year's work with Moogsoft

The BigPanda difference

With BigPanda on its side, this investment management firm has been able to accelerate its path to modern incident management.

The team is no longer bound to wasteful vendor meetings and hit with new charges every time they turn around. They are able to add new capabilities and perform integrations in-house in record time. The BigPanda Operations console provides unified visibility and control across the enterprise, with smart enrichment, aggregation and correlation that make human operators more effective.

IT Ops team members can now dedicate their time to higher value work, rather than spending time every day with their vendor's telephone support team.

Finally, BigPanda provides the ability to put alerts into maintenance mode for all monitoring sources from a single location. As a result, IT Ops has a higher signal-to-noise ratio, giving them the ability to focus on what matters instead of spending valuable resources chasing a sea of unactionable alerts. They can deliver better results with a lower resource commitment, freeing up staff, reducing outages and improving MTTx.

10
weeks it took
to go live

45
minutes time
to integrate BigPanda
and ServiceNow

0
number of FTEs
needed to manage
BigPanda solution

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