About our customer

A large insurance company whose customers demand stability above all else. Working in the property, casualty and auto insurance fields, this company is tasked with protecting its customers and ensuring that whatever life has in store for them, they will be protected against undue disruption and stress.

A major component of stable service is a modern, efficient approach to IT Ops. The customer realized this as their old implementation left their customers wanting more. To remedy this, the customer turned to BigPanda, and the results were remarkable.

How BigPanda helps a major insurance provider embrace change while maintaining stability

Many insurance companies stake their brand, their culture and their business on being stalwart, stable and utterly dependable. To execute that vision at a systems level, one such company needed to step up visibility, increase automation and break down operational silos in their IT environment. BigPanda ensured they could do just that.

Customer challenges

As an insurance provider for property, casualty and auto insurance, the customer's organization operated in multiple silos and layers. Not surprisingly, their technology infrastructure mirrored their business model. Applications and systems grew from many sources over the years, creating siloed teams, infrastructure and tools. In addition to the inefficiencies that arose from lack of integration, the operations organization relied on informal and anecdotal knowledge, rather than on formal best practices that could be effectively shared at scale throughout the organization.

These shortcomings threatened customer-facing and agent-facing applications, which the company depends on to run its business. In particular, the organization faced both tactical and strategic concerns:

– **Lost revenue and damage to the brand's reputation** as frequent outages impacted the core network, agent offices, as well as online policy and quote tools

– **Delay of capital engineering projects** due to the frequent interruption of those priorities to support escalated incidents from operations

IT Operations recognized the need to overcome these issues, both to provide a top-tier customer experience and to support ongoing innovation. They set up a competitive Proof of Value (PoV), which included BigPanda, BMC, IBM Watson, Moogsoft and ServiceNow. All participants were given the same challenge: to modernize and improve on the company's incident and alert management environment with automation, machine learning and integration with all current and future tools, processes and technologies.

Spoiler alert: BigPanda won.

BigPanda

Customer objectives

Resolve outages before service impact

Protect availability of critical systems required for agents to generate quotes and sell policies, resolving incidents before agents even knew there was a problem

Automate ticket generation

Eliminate the need for human operators to manually generate nearly 2,000 tickets per week, saving 166 hours weekly

Break down operational silos

Provide visibility and integration across previously isolated layers of technology that had built up over time

Correlate alerts with Open Box Machine Learning

Unify and interpret data from monitoring, change and other tools to reduce noise and generate insight

Enrich tickets using external information

Leverage integrations to enrich incidents with context by cross-referencing with other systems

The BigPanda solution

One high priority objective for the customer was to optimize results for agents and customers, safeguarding revenue and business growth. In service of that goal, it was also necessary to give the operations team the tools they needed to be effective and efficient. This particular insurance provider is well known in the industry for making heavy investments in technology to foster its competitive advantage, retain customers and expand market share in high-value segments.

The Director of Systems explained, "In the past few years, we've been transforming our organization to be more streamlined and move faster...Additionally, technology capabilities allow for visibility into the health and availability of digital solutions, which has been key to continue to serve our customers." BigPanda targeted reducing the amount of low-value work that operators were tasked with, enabling those resources to contribute as substantially as possible to value-added business outcomes.

Before the arrival of BigPanda, operations staff spent about five minutes preparing each of as many as 2,000 tickets every week, including repetitive copy and pasting of information about the systems, people and other factors involved in an incident.

This tedious effort amounted to about 166 hours per week, or the equivalent of four full-time staff. In the BigPanda implementation, that triage is automated, which reclaims those resources to make the organization more efficient.

BigPanda's Open Box Machine Learning cross-correlated alerts, reducing the flood of noise that would otherwise have overwhelmed operators. The platform gave operations broad control over the machine learning models, including the ability to preview and tune their behavior. This provided valuable flexibility compared to competing black-box machine learning approaches that gave customers little or no visibility or control over the models used.

Without BigPanda, this outage would have created downtime for 76 agents
Improved visibility from BigPanda provided early warning of a recent ISP outage that would have impacted 76 agents, interfering with their abilities to access customer records, generate quotes and transact business.

– **Without BigPanda:** IT operations learned about ISP outages after agents call the help desk, meaning that the service was down before the issue even became visible to IT operations.

– **With BigPanda:** IT operations detected the outage before the agents noticed and resolved it before there could be any business impact.

Building blocks to improved IT Ops

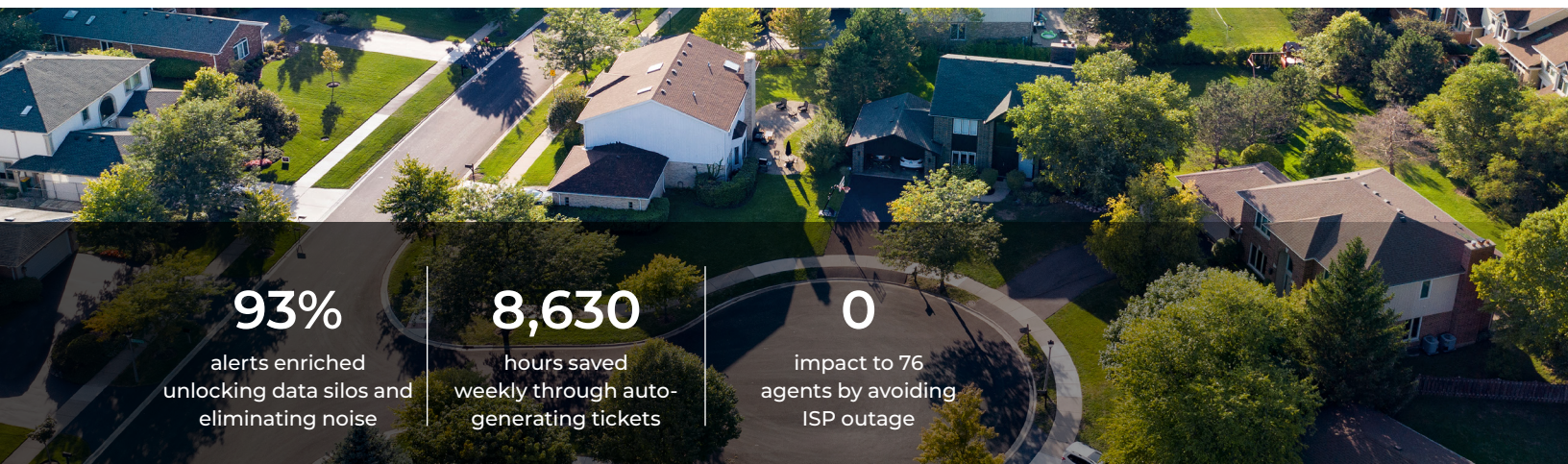| The objective	– Improve performance and availability of business services	
Positive business outcomes	– Improved internal and external customer satisfaction – Improved revenue	– Improved brand loyalty – Improved SLA achievement
Required capabilities	– Automation of manual incident management workflows – Machine learning-driven correlation of noise into actionable insights to improve MTTx – Machine learning that can be understood, tested, controlled and trusted by existing teams	– Advanced analytics for performance tracking and ongoing optimization – Ability to integrate with all current and future IT tools, processes and technologies
Differentiators	– **Open Box Machine Learning:** intelligently correlated IT noise collected from monitoring, change and other tools – **Domain-agnostic integrations:** unified siloed teams, infrastructure and tools, capturing and operationalizing anecdotal knowledge	– **Operational analytics and reporting:** improved operational efficiency and provided early warning of outages, for proactive resolution before business impact – **No experts required:** automated generation of approximately 2,000 tickets per week, freeing 166 resource hours: the equivalent of 4 FTEs

The BigPanda difference

As COVID-19 created massive disruption across every aspect of business, the insurance carrier's IT operations team rose to the challenge of transitioning all of its employees to a remote workforce. They distributed approximately 3,600 Wi-Fi hotspots and 35,000 headsets. The organization increased its VPN capacity to just over 120,000 concurrent users. They created a pop-up help desk and worked 24x7 to resolve any questions or challenges that arose with such a rapid and fundamental shift in the way the organization operated. At the same time, the BigPanda platform seamlessly adapted to the needs of a suddenly remote systems organization.

In response to the unprecedented challenges facing her teams, the Director of Systems said "There hasn't been any impact on productivity. Our teams were able to turn on a dime and make the shift from working in the office to working at home. We can accomplish almost anything when we stay true to our values, foster collaboration and try new approaches." That spirit of innovation is also reflected in a quote from upper management: "This experience didn't define who we are. It revealed who we are." BigPanda is proud to be a part of it.

> **There hasn't been any impact on productivity. Our teams were able to turn on a dime and make the shift from working in the office to working at home."**
>
> **– Director of Systems, major insurance carrier**

93%
alerts enriched unlocking data silos and eliminating noise

8,630
hours saved weekly through auto-generating tickets

0
impact to 76 agents by avoiding ISP outage

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