About our customer

This Fortune 500 rural lifestyle retailer in the US had an aggressive mission to transform their customer experience through technology-driven initiatives in-store.

In order to deliver on their vision, the customer turned away form their outdated and incomplete Evanios implementation and asked BigPanda to build a seamless IT Ops environment.

How BigPanda enabled visionary monitoring for future-focused brick and mortar retailer

One of BigPanda's customers in the retail sector is responding to the changing industry landscape with technology-driven in-store experiences, including mobile point of sale (mPoS) kiosks. In order to maximize uptime and drive adoption, they knew they had to overcome challenges with manual workflows and lack of visibility into their systems.

Customer challenges

The retailer's nascent enterprise monitoring practice was based on Evanios, which provided coverage for only half of the company's 20,000 unique network nodes. It acted as a passive point of aggregation for information from sources such as Nagios, ScienceLogic, and SolarWinds, but it didn't provide any context or enrichment to make sense out of the alerts or provide automation for the generation and resolution of tickets.

Notably, the company's retail locations—including the mPoS kiosks—were outside of the monitoring scope. Incident resolution was resource-intensive and manual, which often resulted in payment systems going down and other outages, that lasted hours at a time—all of which led to lost revenue for the customer.

More broadly, incident management and resolution happened largely on a reactive basis, responding to customer tickets or isolated monitoring systems put in place by individual admins. Organizations such as IT infrastructure ran their own monitoring platforms in operational silos. With this ad hoc approach, there was no coordinated program to ensure the health of vital services in the environment.

The Evanios implementation required the use of complex rule sets that hampered usability and required manual effort to manage. Then, end-of-life for the Evanios application was announced. The retailer set out to build next-generation visibility with less complexity.

That's where BigPanda came in.

BigPanda

Customer objectives

Reduce the ServiceNow ticket flood

Intelligent prioritization, reducing redundant alerts, and decreasing noise increases resolution team efficiency

Extend monitoring to 1800+ stores

Visibility was critical to driving the full value from the retailer's investment in self-serve point-of-sale kiosks

Operationalize key learnings

Analytics reveal patterns and insights that can be leveraged to drive future operational efficiencies

Capture institutional knowledge

Informal understandings about the environment's workings are captured in a user-friendly enrichment table and appended to incidents in real time

Improve MTTR by 75%

Enrichment and context help resolution teams, making them more efficient at handling incidents

The BigPanda solution

BigPanda ran a Proof of Value (PoV) during the peak holiday shopping season. A guiding principle for the implementation was to minimize the impact on existing IT practices. Initially, BigPanda ran headless, allowing operators to continue interacting with their existing ServiceNow tool rather than adding a new BigPanda interface for them to learn during the busy holiday season.

Given BigPanda's expertise with ServiceNow, BigPanda was able to transparently prioritize and enrich ServiceNow tickets. This provided context that helped teams optimize their approach to resolving a given incident. Those capabilities have been instrumental in reducing MTTR by 75%. Specific aspects of enrichment that have paid dividends include:

– **Institutional knowledge:** Capturing and formalizing experience-based understanding that operators may be guided by, but never write down or make available to others, increases its value for the organization as a whole.

– **Ticket prioritization:** Categorizing tickets based on asset prioritization and other factors helps to reduce alerts and decrease ticket noise while ensuring escalations to the right team.

BigPanda's domain-agnostic platform enabled auto-remediation through ServiceNow integrations with Ansible that effectively eliminate the average four-to-five-hour delay in resolving "payment down" issues. In fact, that automation is a substantial enabler of the company's plan to support growth without adding IT headcount.

BigPanda

Building blocks for technology-driven retailers

The objective	– De-risk and accelerate digital transformation	
Positive business outcomes	– IT spending optimized for innovation – Increased revenue driven by digital transformation	– Scaling using technology instead of headcount – Improved internal and external customer satisfaction
Required capabilities	– Automation of manual incident management workflows – Machine learning-driven correlation that is testable and can be trusted in production	– Advanced analytics for performance tracking and ongoing optimization – Ability to integrate with all current and future IT tools, processes and technologies
Differentiators	– **Enterprise-class domain-agnostic integrations:** prioritization and enrichment of ServiceNow tickets accelerates incident resolution – **Open Box Machine Learning:** event correlation using processes that are transparent and controllable – **Rapid time to value:** the solution went live in just eight weeks	– **Operational analytics and reporting:** replaced reactive incident response on isolated platforms with coordinated, analytics-driven approach – **"Lifetime" customer success partner:** enables the retailer to continue to innovate with confidence, knowing that BigPanda is their partner in success

The BigPanda difference

Visibility into the environment has improved the quality, context, and correlation of information available to IT, contributing to better performance and availability of business services. Instead of spending countless hours quieting the noise from monitoring tools, the retailer now uses enterprise monitoring to direct that effort toward solving business issues. BigPanda's champion at the company declared that, "BigPanda has become synonymous with everything good in monitoring." Bringing devices or services back online sooner can save dramatically on what would otherwise be downtime and lost revenue.

As the retailer increases its digital and physical footprint every year, it's IT Ops team plans to scale by bolstering technology rather than headcount. Accordingly, BigPanda is a key enabler for its digital transformation journey, much of which is focused on providing a channel-agnostic experience across online, in-store, and mobile presences.

Adding monitoring visibility to the mPoS kiosks drives greater ROI from the retailer's investment in them. Specifically, monitoring provides the following real-world benefits:

– **Faster kiosk adoption:** During the PoV, BigPanda's team created a dashboard that highlighted the use and availability of mPoS devices in the field on the day after Thanksgiving.

– **Merging technology with the in-store experience:** Improving kiosk uptime and utilization makes them an integral part of customer interactions and bolsters the use and growth of loyalty programs.

– **Enhanced access:** While retail stores are the backbone of customer experience, kiosks and online presence are critical components to remaining competitive in today's retail industry.

BigPanda caters to the diverse needs of each of our clients, with a hands-on, personal approach. This culture of teaming with our customers for the long-term has won praise from the retailer, who declared BigPanda as the new standard for customer support.

65%
reduction
in total outages

75%
improvement
in MTTR

5
hours saved per incident
by auto-remediation

To read more about BigPanda customers,
visit my.bigpanda.io/customer-stories