

Key Benefits

Eliminate shadow IT

Uncover decentralized application and monitoring tool siloes across entities.

IT Governance

Drive operational alert governance by populating all alerts with a minimum level of contextual information to drive only actionable alerts.

Extract higher value from existing monitoring

Easily assess data-driven impact of each tool to remove overlapping or low quality resources during entity integration.

Standardize and automate manual workflows

Context-based auto-remediation of manual workflows ensures that automation is selectively implemented, using appropriate tools and timing for optimal utilization of resources.

Unified ITOps Analytics

Measure and optimize interrelated ITOps KPIs to get insights into where and how to increase productivity and incident response workflows.

Get started
with BigPanda

www.bigpanda.io

Use AIOps to optimize IT Operations that accelerate mergers and acquisitions (M&A) activities

Maximize shareholder value with full visibility of IT infrastructure

IT Operations that use AIOps gain comprehensive visibility and real-time analytics across their IT systems, applications and services. The ability to identify and standardize cross-functional workflows between IT, DevOps and SRE teams using rich data analytics enhances the perceived value, potential cost synergies and ease of integration for merger and acquisition targets.

Prepare your IT environment to accelerate the due diligence process

50-60% of the due diligence initiatives that enable M&A synergies are closely tied to the IT environment. AIOps quickly delivers full visibility and transparency into all the systems, applications and services that are managed within IT Operations. Both buyers and sellers can quickly identify overlapping technology, ITSM service management improvements and reduction of costs that make due diligence faster.

Integrate different IT systems and teams together using AIOps

Companies can accelerate M&A activities by using AIOps to identify redundant IT infrastructure. The technology can also identify which monitoring and observability tools are sending actionable insights, and which ones are being ignored. AIOps can be used to define and enforce from the parent to the acquisition company which descriptive metadata is needed in addition to alerts that drive cross-team collaboration between ITOps, DevOps and SRE teams. These steps can then be automated to reduce redundant and error-prone workflows that drive strong cost optimization synergies between the two merged IT departments.

Key Capabilities

- ✓ **Monitoring integrations:** 50+ native and self-service data integrations across new acquired monitoring, and observability systems (including REST, SNMP traps and emails) can be set up in hours, not days.
- ✓ **Event normalization:** Convert heterogeneous monitoring data tools into a single, consistent format that creates a single-pane-of-glass view of information.
- ✓ **Event enrichment:** Topological and operational enrichment gives more detailed insights into potential causes and implications of potential incidents that are available in a ticket or systems or record.
- ✓ **Unified Analytics:** Self-service analytics and dashboards identify redundant tools and provide information on how to improve and optimize steps and error-prone workflows within IT Operations.
- ✓ **SaaS deployment:** Nothing to host, install or maintain
- ✓ **Pricing flexibility and transparency:** Different licensing models to meet your needs during due-diligence and during M&A.

Business Value	Integrate disparate teams and IT tools	Single pane of glass for ITOps, DevOps and SRE	Identify and optimize ITOps workflows
Challenge	Siloed teams and multiple monitoring, ticketing and collaboration platforms make it hard to identify and align on process improvements across teams.	During due diligence, ITOps teams are forced to switch between disparate and detached monitoring consoles instead of a single pane of glass to understand the ITOps landscape.	The data required to validate operational maturity and drive strategic planning forward are fragmented across many siloes and metrics are not readily available to present to shareholders.
How BigPanda helps	BigPanda provides out-of-the-box reports on team performance and productivity, making it easy to track, measure, and improve team productivity.	BigPanda creates a first pane of glass that the ITOps team can consult to quickly assess what is happening within your IT environment.	Unified Analytics provides end-to-end visibility to identify workflow efficiencies and improvements that streamline M&A due diligence and post-merger initiatives.
Benefits	Explore interrelated ITOps KPIs to get insights into increasing productivity and how that financially impacts the business.	Eliminate ITOps silos between merged entities that scales ITOps team productivity using technology, not headcount.	Visualize the value provided by all your monitoring tools and adopt a data-driven approach to tool rationalization that leads to a more mature observability strategy.



“We experienced rapid growth through acquisitions. This created complexity in our environment, multiple dashboards scattered throughout our organization that did not speak to each other. We needed to centralize and bring into one single pane of glass where we had full visibility. Our culture has changed. Now, instead of us going out and trying to discover where there are shadow IT groups or isolated dashboards, our internal customers are coming to us. They’re asking us, ‘How do we integrate BigPanda?’ With BigPanda we have achieved a 98% availability rate across all our locations.”



– Alvin Smith, Vice President, Global Infrastructure and Operations, InterContinental Hotels Group (IHG)

