BigPanda

Benefits

Reduce development dependencies

BigPanda users report saving up to 10 minutes per incident and significantly reducing incident escalations as a result of AI-generated impact estimates.

Eliminate repetition and unnecessary effort

Add context and business logic to alerts and incidents so they are clear and actionable. Prioritize based on customer impact.

Automate incident management

Enrich Datadog alerts with multisource data to deliver the context to intelligently trigger automation workflows to the right team using ITSM, chat, paging, and autoremediation tools.

Learn more about BigPanda and Datadog.

bigpanda.io

Improve observability and incident management with BigPanda and Datadog

Keep application services healthy with end-to-end visibility and awareness.

BigPanda ingests Datadog alerts and Service Map data to correlate with third-party alerts and topology to gain valuable insights into the health of application services. Using AI-driven event correlation and cross-domain enrichment, BigPanda identifies the impact of Datadog alerts on outside dependencies so you can prioritize incidents affecting availability and user experience.

Rapidly understand root cause and incident impact

BigPanda augments Datadog's root-cause anomalies capability by enriching Datadog events and Service Map with third-party event, change, CI/CD, CMDB, and external service maps. BigPanda automatically and reliably reveals key incident analysis, incident impact, and probable root-cause change using the power of BigPanda Generative AI. Together, BigPanda and Datadog help track incidents across complex and distributed IT systems.

Reduce engineering effort with context-aware automation

Increase the value of Datadog alerts by enriching them with descriptive metadata from other system dependencies to identify actionable and important incidents. Remove L2/L3 effort and low-level triage using context-based automation to escalate incidents to tiered support models or decentralized response teams based on priority.

Key capabilities

- **Alert Intelligence:** Automatically filter false positive and benign events while adding rich context to alerts that allows response teams to quickly focus on real issues that can impact service health.

- **Incident Intelligence:** Add context and business logic to incidents and surface probable root cause changed to dramatically improve incident response time. First responders get the tools they need to find solutions without always escalating to L2/L3 resources.

- **Workflow Automation:** Streamline incident response with context-based automation that rapidly mobilizes incidents to the right teams and experts at the right time with automated ticketing, chat, and page notifications.

- **Unified Analytics:** Identify issues at the source and leverage data for developer teams to identify and fix root causes. Gain insight into operational characteristics of systems and products to capture KPIs unique to your business as a baseline for improvement.

	Cross-domain Enrichment	Automated Incident Analysis	Intelligent Automation
Challenge	L1 or first responders don't have the context they need to fully understand incident impact on IT systems.	Using observability for support functions is expensive.	It's difficult to profile alerts for actionability and use for context-based incident automation.
How BigPanda helps	Providing response teams with an understanding of application system health clarifies which incidents to prioritize according to service availability and user-experience dependencies.	Alert enrichment automatically identifies AI suggested incident impact and root-cause change. Additional detail helps responders understand, triage, and resolve more incidents faster.	Incidents enriched with technical and business context create an intelligence layer that triggers the right run book and automation workflow at the right time to streamline incident resolution.
Business value	Enriched information helps teams gain a better understanding of how to meet or exceed customer and user expectations.	Skilled resources can spend less time on incident response and focus instead on engineering work.	Automating repetitive and error-prone tasks reduces mean time to resolution (MTTR).

"We've automated an average of 83% of alerts that come into BigPanda. Meaning the bulk of our alerts now get resolved automatically or receive a ticket without our team having to manually investigate it from beginning to end."

Mark Peterson
IT Operations Supervisor, Cambia Health Solutions

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