

Key benefits

Reduce development dependencies for incident response

Instantly identify and understand in natural, easy-to-understand language the relevancy and impact of incidents across distributed IT systems. BigPanda users report saving up to 10 minutes per incident and a significantly reduced number of incident escalations as a result of AI-generated impact estimates.

Eliminate repetition and unnecessary toil

Improve incident response times by adding context and business logic to alerts and incidents so they are clear and actionable. Prioritize based on customer impact.

Automate context-based incident management

Multi-source enrichment of Datadog alerts delivers the required technical and business context to intelligently trigger automation workflows to the right team and the right time using ITSM, chat, paging and auto-remediation tools.

About BigPanda

BigPanda Incident Intelligence and Automation, powered by AIOps, supports companies of all sizes to prevent service outages, improve incident management, and deliver extraordinary customer experiences.

Learn more at bigpanda.io

Keep application services healthy with BigPanda and Datadog observability and incident management

Turn end-to-end visibility into awareness of application service health

BigPanda ingests Datadog alerts and Service Map data and correlates them 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 understands the impact of Datadog alerts on outside dependencies so incidents that affect service availability and user experience can be prioritized.

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 to automatically and reliably reveal 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 toil with context-aware automation

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

Key capabilities

- ✓ **Alert Intelligence:** Automatically filter false positive and benign events while adding riching 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 their probable root cause change 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 lack contextual understanding of incident impact on IT systems.	Using observability for support functions is costly.	Profile alerts for actionability and use for context-based incident automation.
BigPanda and Datadog benefits	BigPanda gives response teams an understanding of application system health by showing which incidents to prioritize with service availability and user experience dependencies.	BigPanda enriches Datadog alerts to automatically identify AI-suggested incident impact and root cause change. First responders understand, triage, and resolve more incidents faster.	Incidents enriched with technical and business context create an intelligence layer that triggers the right runbook and automation workflow at the right time to streamline incident resolution.
Outcomes	Better understanding of how to meet or exceed customer or user expectations.	Skilled resources are freed from toil to focus instead on engineering work.	Faster Mean Time To Resolution (MTTR) by automating repetitive and error-prone tasks.



“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 at Cambia Health Solutions