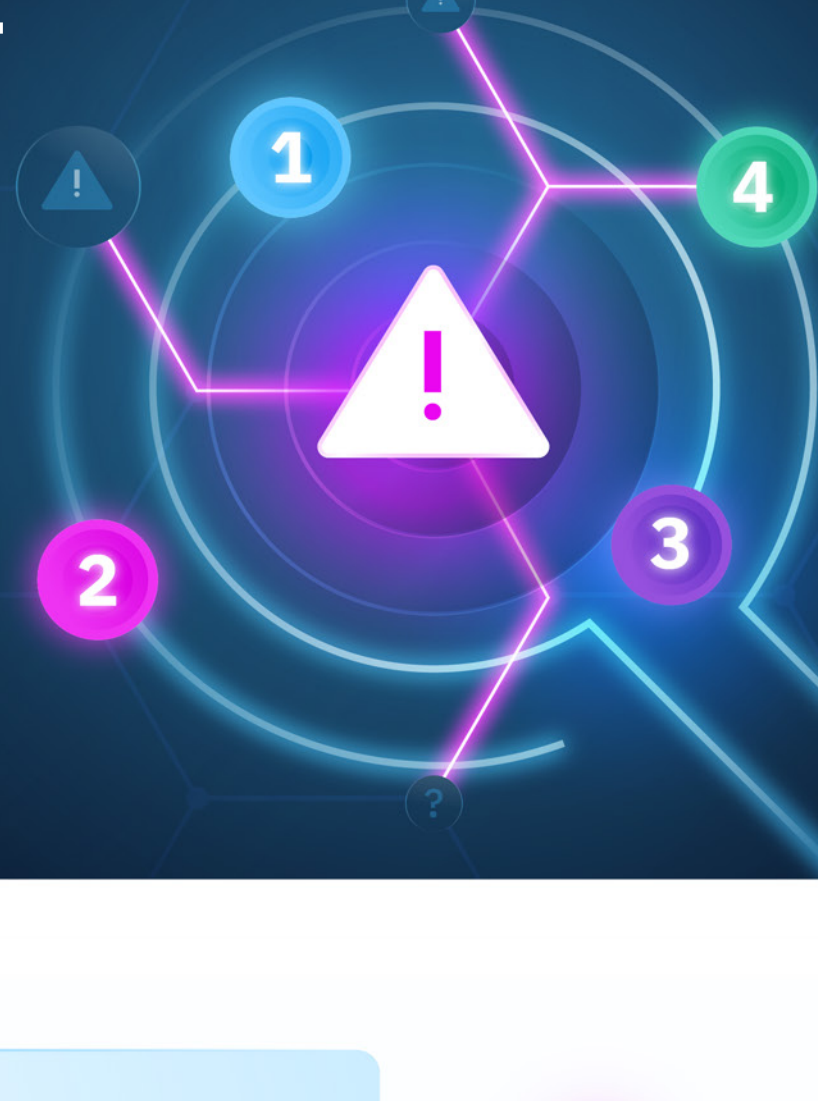


# Four crucial capabilities for automating Root Cause Analysis

How Artificial Intelligence and Machine Learning from BigPanda can **reduce MTTR by up to 50%**



IT outages can cost companies up to **\$25,000** /minute.<sup>1</sup>



This makes getting to the root cause of incidents a **business critical priority**.

**BigPanda** gets you to the root cause of incidents **faster and more accurately** than ever before by leveraging **four key capabilities**:

**1**  
Incident 360 Console

**2**  
Root Cause Changes

**3**  
Generative AI for Automated Incident Analysis

**4**  
Experience and expertise of your team

By combining these capabilities, BigPanda customers have **reduced their MTTR by up to 50% or more**.

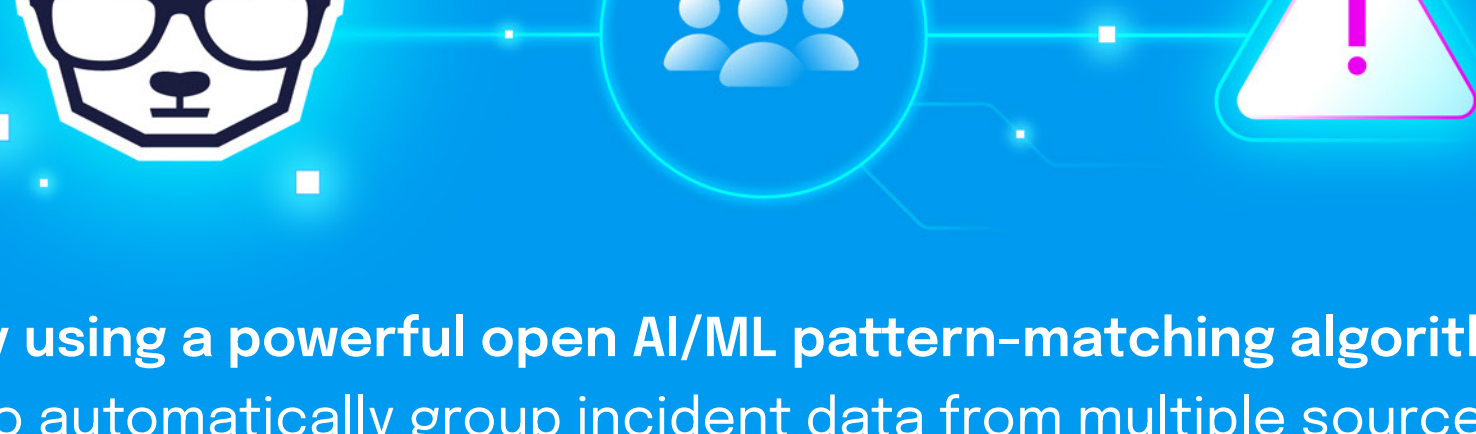
*"AIOps platforms can manipulate huge volumes of data to perform tasks much faster than humans. AI-driven root cause analysis, for example, makes ticket routing much faster."*

Gartner, Deliver Value to Succeed in Implementing AIOps Platforms, Published 23 March 2023, by Matt Crossley<sup>2</sup>

**1**

## Incident 360 Console

BigPanda helps teams find root cause quickly



by using a **powerful open AI/ML pattern-matching algorithm** to automatically group incident data from multiple sources so it can be accessed and analyzed quickly.

This removes **up to 90% of alert noise**, making it far easier for first responders to identify root cause by using the **Incident Timeline** feature in the **BigPanda Incident Details Pane**.



Incident data displayed in chronological order within the BigPanda Incident Timeline

**Incident Timeline** visually arranges alerts in chronological order, making it easy to identify those alerts that are usually most closely associated with the incident's root cause.

*"Observability, by itself, does not identify root cause the way BigPanda does."*

Paul Bevan, Research Director, IT Infrastructure at Bloor Research

**2**

## Root Cause Changes (RCC)

Approximately

**85%**

of incident impacting alerts

result from changes.

When changes result in an incident or outage, **BigPanda calls them**

**Root Cause Changes**

**and they are the single most important thing for IT operations to investigate, isolate, and resolve.**

**BigPanda** harnesses **advanced AI/ML** to perform real-time correlative analysis to compare change data to the organized set of incident data associated with a given incident. This results in fast, accurate incident analysis and up to a **50% reduction in MTTR**.

**3**

## Generative AI

When provided with the right incident details,

**BigPanda Generative AI**

for Automated Incident Analysis

automatically suggests root cause in a fraction of the time of human first responders, estimates the impact of an incident, and describes the incident in clear, natural language.

This makes escalations faster, easier, and more consistent, scaling the impact of first responder teams.

*"Generative AI can be an extraordinarily powerful way to save ITOps time and effort. But Generative AI works best when it is given good data such as alert information enriched with other data types to help AI develop accurate conclusions."*

Jon Brown, Senior Analyst at ESG - IT Operations, IT Service Management, FinOps, Sustainability in IT

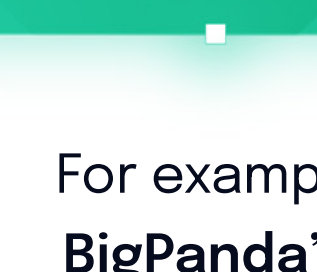
**4**

## Keeping your team in the loop

**BigPanda** helps your IT department **scale in capacity and experience** far beyond what humans can achieve alone.

By distilling thousands of events into dozens of actionable incidents, **BigPanda simplifies the identification of how incidents began**.

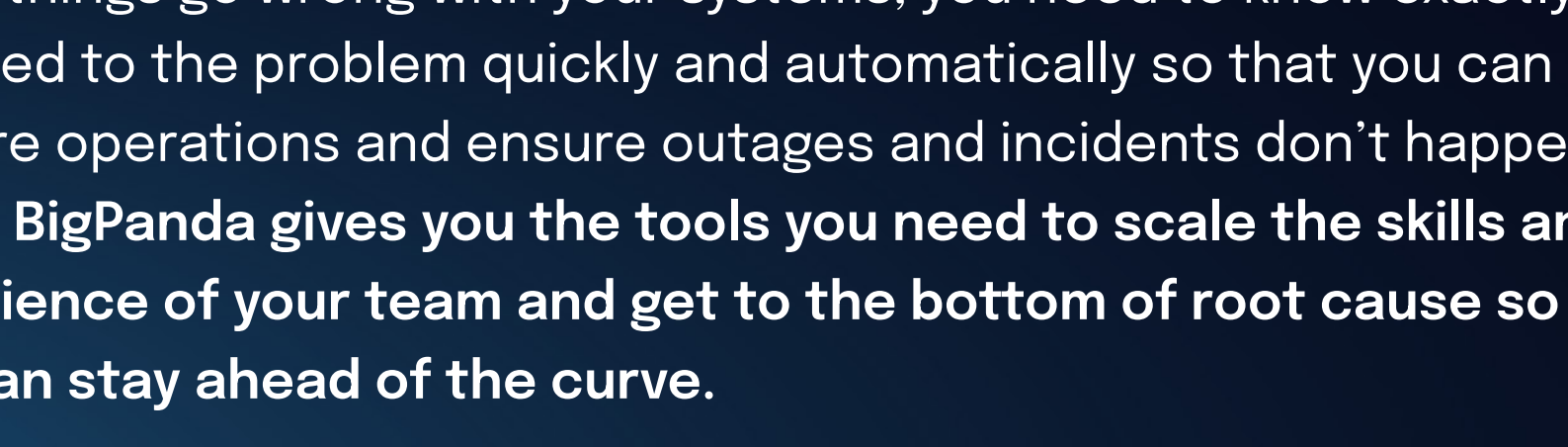
**This frees up**



**ITOps, DevOps, and SRE teams** to work on incidents instead of wasting time interpreting complex data, which can have huge impacts on your business.

For example, streaming giant **Hulu** **harnessed the power of BigPanda's automation** to drive a **60% reduction in MTTR**.

# Get to root cause faster than ever with BigPanda



When things go wrong with your systems, you need to know exactly what led to the problem quickly and automatically so that you can restore operations and ensure outages and incidents don't happen again. **BigPanda gives you the tools you need to scale the skills and experience of your team and get to the bottom of root cause so you can stay ahead of the curve.**

Are you interested in learning more about how you can revolutionize your Root Cause practice? Check out our ebook, **Three Ways to Simplify Root Cause Discovery**.

[READ THE EBOOK](#)

<sup>1</sup> Enterprise Management Associates, (2022), The Modern IT Outage: Costs, Causes, and "Cures."  
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