Scaling through technology: Why MSPs choose AIOps from BigPanda to maximize efficiency and drive growth

Drive operational efficiencies

Ingest alerts from diverse observability and monitoring tools, filter out noise, deduplicate alerts, correlate events, and normalize data for better prioritization through Alert Intelligence. Reduce alert volume, automatically identify root causes with AI, and automate reporting for faster response times and increased SLA achievement.

Scale through technology, reduce operational costs

Unlock scalable growth and cost savings with an end-to-end AIOps platform. Automate incident management and response to enhance operational efficiency and maximize profit margins.

Improve customer satisfaction

Respond faster and resolve incidents efficiently with more actionable alerts, ensuring service resiliency, improving uptime, and enhancing customer experience. Demonstrate this value with out-of-the-box dashboards for better insights and communication.

Key Capabilities

- ✓ **Automatic Incident Analysis:** BigPanda Generative AI for Automated Incident Analysis automatically reveals key incident analysis, impact, and probable root cause in natural language.

- ✓ **Monitoring integrations:** Easily deploy 50+ native and self-service data integrations, including REST, SNMP traps, and emails, within minutes, not days. Use Open Integration Manager for custom inbound alert integrations without coding.

- ✓ **Event normalization:** Convert heterogeneous monitoring data tools into a single, consistent format that creates a comprehensive single-pane-of-glass.

- ✓ **Event enrichment:** Comprehend the potential implications of an incident with additional topological and operational data to understand which customers are impacted and correlate alerts by location.

- ✓ **Automatic Incident Triage:** Streamlines incident response by intelligently categorizing and prioritizing alerts through custom tags and automatic tag population, enabling faster and more effective resolution for IT teams.

- ✓ **Unified Analytics:** Self-service analytics and dashboards to explain value created for existing customers, reduce onboarding time for new customers, and improve internal operational processes.

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www.bigpanda.io

Business Value	Increase customer retention	Maximize investments in observability	De-risk M&A activity
Challenge	It's hard to showcase how much value you bring to your clients. Customers will only talk to you when something goes wrong.	You often struggle to take advantage of the data from your monitoring tools due to constant alert noise, inconsistent formats, and siloed data.	The market is experiencing a high rate of mergers and acquisitions but onboarding new teams is slow. As more MSPs join one another, IT teams struggle with managing alerts and data from all these new monitoring tools.
How BigPanda helps	Through out-of-the-box, performance and productivity dashboards, it is easy to track and measure the value of provided services and present it to clients.	BigPanda can identify the most critical incidents and filter out unwanted event noise through automatic event correlation, root cause analysis, and event enrichment. Overall, this helps IT teams allocate their time to implement more innovative solutions.	BigPanda is open and agnostic, accelerating M&A activities and aiding in consolidating and rationalizing monitoring tools. Unified Analytics identifies workflow efficiencies and highlights areas for improvement.
Benefits	Showcase your value to your clients and expand your services.	Scale and onboard new customers, growing your business.	Quickly onboard acquire new functions with a data-driven approach.

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"We are funneling all of our alerts and events through BigPanda, prior to incident creation in our ticketing system. This has reduced the number of false positives in our system by 51%. We are also correlating events from hundreds, if not thousands, of different organizations into our ticketing system for remediation and escalation purposes for our clients."

– Christopher Black, Divisional CTO, CDI

CDI LLC