Why financial institutions choose AIOps from BigPanda to keep mission-critical operations running

Drive and retain customer loyalty

Utilize AI-driven insights to anticipate and proactively mitigate outages, ensuring uninterrupted operations and the delivery of continuous financial services to customers, enhancing experience, satisfaction and trust.

Modernize legacy systems

Seamlessly unify on-premise and cloud monitoring sources to surpass the challenges of traditional CMDBs and spotlight areas of improvement and gaps to advance digital transformation efforts.

Reduce regulatory penalty fees

Demonstrate compliance across your incident management process, swiftly address IT operational risks, and mitigate regulatory concerns using accessible audit logs, alongside comprehensive dashboards and reporting for streamlined oversight.

Lower operational costs

Gain oversight and enhance incident workflows by centralizing event data from monitoring tools, third-party services, and managed service providers. Utilize insights to identify underperforming tools and rationalize for cost savings and optimization.

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 Hub for custom inbound alert integrations without coding.

- **Event normalization:** Convert on-premise and cloud-native 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 and services 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:** Utilize self-service reports and dashboards for comprehensive oversight of IT operations, identifying risks, addressing regulatory issues, and maintaining incident management compliance.

- **Workflow Automation:** Automate manual, tedious tasks of your incident management process from ticket generation to collaboration and runbooks to free up your team's time to innovate.

Get started with BigPanda
www.bigpanda.io

Business Value	Digital transformation	Exceed customer expectations	Reporting for compliance
Challenge	It's hard to interpret event data from legacy, on-premise monitoring solutions alongside cloud-based technologies. When outages occur, the data is siloed, inconsistent, and lacks actionable context, slowing down incident response time.	If outages occur to significant services and SLAs are not met, customers will lose trust and switch to other institutions. This directly affects the bottom line, and can damage brand perception.	In a highly regulated industry, there are stringent compliance laws that require ITOps teams to report their ability to detect, triage, and resolve incidents. Failure to do so results in financial penalties.
How BigPanda helps	Achieve more defined resolution paths by merging and enriching event data from cloud and on-premise monitoring tools to provide context-rich alerts through Alert Intelligence.	Maintain uninterrupted mission-critical services using BigPanda Open Box Machine Learning, which equips responders with the actionable insights needed for fast prioritization and resolution by uncovering patterns and links across diverse alerts and identifying root cause.	Quickly validate compliance with regulatory standards with ready-to-use Unified Analytics dashboards and Audit Logs, facilitating incident management compliance verification, risk identification, and swift response to regulatory issues in IT operations.
Benefits	Enhance hybrid infrastructures and advance digital transformation initiatives.	Key financial services are provided without interruption, and teams can focus on providing more innovative solutions to customers.	Financial penalties from regulators are reduced, and compliance is met.

> "
>
> We worked with BigPanda on the implementation. There were so many engineers from BigPanda that helped us out and it was possibly one of the best engagements I've had with a vendor. It felt like they were members of our own team.
>
> **– Lead DevOps Engineer at a Multinational Financial Institution**