

## Benefits



### Manage complexity

Filter out unwanted noise to more easily identify and respond to priority issues.



### Improve profits

Automate incident response to speed resolution and grow services without increasing headcount.



### Simplify integrations with client systems

Use out-of-the-box connectors or set up custom integrations without coding.

Get started  
with BigPanda.

[bigpanda.io](https://bigpanda.io)

# AIOps for managed services providers

Scale services, maximize efficiency, and drive growth with full-context ITOps.

Managed service providers rely on the ability to provide consistent service availability. Downtime not only risks damaging your profits and reputation, but can also affect your customers' operations. Managed service providers can use BigPanda AIOps to optimize incident discovery and resolution, manage complexity at scale, and keep customers happy.

## ① 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.

## ② 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

- **Generative AI for Automated Incident Analysis:** BigPanda automatically reveals key incident analysis, impact, and probable root cause in natural language.
- **Monitoring integrations:** Easily deploy more than 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 heterogeneous monitoring data tools into a single, consistent format that creates a comprehensive single-pane-of-glass view.
- **Event Enrichment Engine:** Identify the potential implications of an incident with additional topological and operational data. Understand which customers are impacted and correlate alerts by location.
- **Automatic Incident Triage:** Streamline incident response by intelligently categorizing and prioritizing alerts using custom tags and automatic tag population, enabling faster and more effective resolution for IT teams.
- **Unified Analytics:** Leverage self-service analytics and dashboards to explain the value created for existing customers, reduce onboarding time for new customers, and improve internal operational processes.



|                    | Increase customer retention  | Maximize investments in observability  | Reduce risk of M&A activity  |
|--------------------|--|--|--|
| Challenge          | It's hard to demonstrate value and differentiation to clients. Customers typically contact you only when something goes wrong. | Constant alert noise, inconsistent formats, and data silos make it difficult to take full advantage of the data from monitoring tools.   | As more MSPs merge, IT teams struggle with onboarding processes to integrate tool sets and manage alerts and data.   |
| How BigPanda helps | Out-of-the-box performance and productivity dashboards simplify tracking and measuring service value to present to clients.    | BigPanda automatic event correlation, root cause analysis, and event enrichment identify the most critical incidents and filter out noise. IT teams gain time to innovate and implement new solutions. | The open, agnostic platform accelerates M&A activities and helps consolidate and rationalize monitoring tools. Unified Analytics identifies workflow efficiencies and areas for improvement. |
| Business value     | Showcase your value to clients and expand your services.   | Scale, add new services, and onboard customers more easily to support growth.  | Onboard new functions and teams quickly using a data-driven approach.  |



*"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, an AHEAD Company](#)

