Benefits

✓ **Improve efficiency**

Harness AI-powered analysis to proactively prevent outages. Deliver seamless user experiences while keeping services online.

✓ **Maximize system availability**

Use a unified, full-context view of incidents to streamline collaboration across complex environments, detect issues faster, and keep operations online.

✓ **Meet compliance obligations**

Demonstrate incident management compliance, identify potential risks earlier, and mitigate regulatory concerns across your organization.

✓ **Modernize systems and workflows**

Create a unified view of on-premises and cloud data sources to overcome CMDB gaps, eliminate data silos, and accelerate IT modernization.

Get started with BigPanda for healthcare.

Learn more

Event intelligence for healthcare IT

Deliver stable, compliant healthcare services and ensure critical care systems stay online.

People rely on healthcare organizations to deliver reliable essential services. Keeping systems online is more than a business priority; it's a human priority.

Healthcare IT teams are tasked to ensure near-perfect uptime while managing complex systems and operations. Hybrid IT environments include specialized cloud and on-premises tools with myriad connected devices. Departments, sites, services, and tools often exist in silos. Meanwhile, manual incident management makes delivering always-on services difficult.

Organizations must meet regulatory compliance while migrating and modernizing systems as technology evolves.

Availability requirements

Outages that impact healthcare services can put patient trust and health at risk. Meeting SLAs is critical to avoid financial and regulatory penalties.

Complex environments

IT teams manage a mix of siloed tools, cloud services, and medical device systems that often require integration and modernization.

Regulatory compliance

Strict alignment with regulatory requirements is vital to protect sensitive data and avoid legal and financial penalties.

How event intelligence can help

Enhancing event and incident management helps deliver reliable, compliant healthcare services to improve providers' experiences and business outcomes.

Provide operators with a consistent, unified, full-context view of incidents and the entire IT environment. With end-to-end visibility, teams can maximize service availability, reduce compliance risks, and improve operational efficiency.

Consolidate contextual data across sources and dimensions into actionable incidents using AIOps. A unified view of all incident data helps ITOps teams detect, prioritize, and assign remediation within seconds. Faster triage helps reduce MTTR, meet SLAs, and resolve critical issues before they affect providers or patients.

AIOps incorporates advanced analytics, providing teams with a holistic view of operations to identify risks early, ensure compliance, and avoid penalties. Advanced analytics can also identify opportunities to streamline operations and user experiences.

Modernization and digital transformation projects present many challenges. AIOps can rapidly identify incident-causing system changes and create a real-time topology model that integrates traditional configuration management databases (CMDBs) and modern cloud-based topology data sources. AIOps can also group sites and environments, giving you a holistic view of specific areas of your networks.

With complete visibility of your technology stack, teams can quickly resolve change-related outages, boost operational efficiency, and bridge siloed tools, teams, and processes.

	Alert Intelligence	Unified Analytics	Advanced Insight
Challenge	Managing siloed and inconsistent event data across highly specialized on-premises and cloud technologies slows incident response.	Failure to meet stringent regulatory compliance standards results in costly audits and financial penalties.	Healthcare services can be life-critical. IT teams are under immense pressure to prevent outages from affecting patient services.
Business value	Distilling noisy event data into contextual, actionable alerts allows operators to quickly understand incidents and identify remediation actions.	Easy-to-understand audit logs and dashboards provide comprehensive oversight of IT operations allowing incident teams to be more proactive.	Automated natural-language summaries of critical incident analysis, impact, and probable cause help teams resolve outages faster and ensure high availability.

CAMBIA
HEALTH SOLUTIONS

"With BigPanda, we've automated our alert process by 83%, enabling root-cause identification of critical alerts within 30 seconds."

Mark Peterson
Supervisor of IT Operations, Cambia Health Solutions

Enterprise Strategy Group
by TechTarget

"BigPanda AIOps unifies operations and observability teams, their tools, data, and their processes so operators can understand, prioritize, and investigate every incident immediately."

Jon Brown
Senior Analyst, Enterprise Strategy Group