Benefits

✓ **Retain customers**

Harness AI-powered incident analysis to deliver actionable insights to help responders quickly address end user-initiated issues, proactively prevent outages, and ensure that core services stay online.

✓ **Maximize uptime of critical insurance services**

Provide your teams with full situational awareness to collaborate efficiently, detect incidents faster, and ensure uninterrupted claims processing, policy management, and customer portal access.

✓ **Meet compliance requirements**

Export BigPanda data to unify with legacy or cloud reporting tools and add context to analyses. Self-service integrations provide data for real-time insights, audit trails, and compliance support.

✓ **Enable system modernization**

Gain a unified view of on-premises and cloud topology sources to fill CMDB gaps and enhance incident context to prevent policy issuance, claims processing, and billing disruptions.

Get started with BigPanda for insurance.

AIOps for insurance

Protect critical claims services with AI-driven insights for ITOps and ITSM teams, ensuring service reliability and customer loyalty.

Insurers must deliver reliable and efficient services and operations to maintain customer confidence, ensure compliance, protect revenue, and remain competitive. However, IT incidents that affect claims, financial services, agent portals, and billing can negatively impact adjusters, agents, and policyholders.

As insurers expand through mergers, acquisitions, and in-house growth, managing complex IT environments becomes increasingly difficult. Fragmented data across hybrid platforms causes end-user-initiated tickets to lack key context—such as policy updates, claim statuses, or regulatory deadlines. Manual incident management processes extend downtime and disrupt key services, frustrating your internal teams and customers.

The more insurers spend on manual incident management, the less they can reinvest in innovation and customer savings, making it harder to stay competitive. To support continuous innovation and meet customer expectations, IT teams must modernize legacy systems, improve efficiency, and ensure consistent uptime.

☆ **High customer expectations**

IT incidents that affect underwriting, claims processing, agent portals, billing, and self-service platforms erode trust, increase costs, and damage brand reputation. Processing delays drive policyholders to switch providers, with 16% leaving annually—totaling tens of millions of lost policies. This underscores the urgent need for more efficient incident management to ensure uninterrupted services and support customer retention.

≔ **Regulatory compliance and security**

Insurance companies must maintain strict regulatory compliance and robust security to protect sensitive customer data and avoid audits, penalties, and SLA breaches. Critical incidents, outages, and security vulnerabilities pose regulatory and financial risks unless they are swiftly detected and resolved.

⚙ **Modernization and digital transformation**

Insurers must continuously modernize their infrastructure, secure data, and optimize the performance of their policy administration and claims platforms. This introduces security risks, visibility gaps, and operational challenges that make it difficult for IT teams to ensure stability, compliance, and data protection.

How BigPanda AIOps can help

BigPanda unifies multi-source IT data, breaks down silos, and automates incident response to ensure uninterrupted claims processing, policy management, and regulatory compliance. By transforming fragmented IT environments into a centralized hub of actionable insights, BigPanda improves the utility of ITSM platforms and observability tools, enabling proactive issue detection and resolution.

AIOps from BigPanda ensures uptime for claims adjudication, provider networks, and digital health platforms for health insurers, minimizing delays that can impact patient care and HIPAA compliance.

Property and casualty insurers benefit from faster incident detection across underwriting, billing, and risk modeling tools. This prevents costly downtime that could disrupt risk assessments and claims processing.

AI-powered analysis prioritizes incidents using historical insights and change data, automatically suggesting impact, assignment, and next steps to accelerate triage. Improved collaboration across infrastructure, application teams, and other stakeholders minimizes outages and reduces reliance on L2 and L3 resources.

Customizable dashboards generate insights from aggregated multi-source data to help reduce regulatory risk. Comprehensive audit trails and incident logs strengthen compliance and ensure regulatory accountability.

BigPanda plays a critical role in IT modernization and digital transformation by addressing challenges traditional CMDBs cannot. System changes cause outages, and CMDBs struggle to keep pace with modern IT architectures. BigPanda bridges these gaps by merging cloud topology and on-premise data into a unified view. By enriching and normalizing data, automating configuration management, and enhancing configuration item (CI) discovery, BigPanda enables proactive detection, triage, and resolution—preventing disruptions from impacting customers.

	BigPanda Core	Unified Analytics	Advanced Insight
Challenge	Managing siloed and inconsistent event and incident management data spread across on-premises, and cloud-based technologies that slows incident response time.	Failure to meet stringent compliance risks can result in missed SLAs, costly audits, and financial penalties.	If outages impact core services or customer satisfaction, they can easily switch to competitive providers.
Business value	Transform event data into contextual, actionable alerts, enabling ITOps and ITSM teams to instantly detect incidents with full situational awareness, speeding up triage.	Easy-to-understand audit logs and dashboards provide comprehensive ITOps oversight, identify risks, and help teams maintain incident management compliance.	Preempt service disruptions with automated incident summaries and AI-powered triage action to identify priority, impact, and assignment details before an outage occurs.

CAMBIA
HEALTH SOLUTIONS

"We've automated an average of 83% of alerts that come into BigPanda. Meaning the bulk of our alerts now get resolved automatically or receive a ticket without our team having to manually investigate it from beginning to end."

Mark Peterson
IT Operations Supervisor, 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