

Benefits



Resolve incidents faster

Automate time-consuming tasks like managing channels, paging the right on-call teams, generating reports, and aligning stakeholders.



Enhance situational awareness

Surface insights from internal and external observability tools and service desk data to quickly understand an incident's impact, priority, and root cause.



Improve team alignment

Ensure continuous, accurate communication with the right teams with agentic assembly and automatically generated updates across bridge calls, chat, and tickets.



Reduce manual overhead

Respond faster with less manual effort by using AI to summarize remediation steps, flag missing runbooks, and streamline workflows.

See the BigPanda AI Incident Assistant in action.

[Request a demo](#)

BigPanda AI Incident Assistant

Give escalation teams an AI-powered force multiplier to streamline collaboration, accelerate investigation, and automate resolution

The BigPanda AI Incident Assistant transforms incident response. Automatically surface relevant insights hidden in infrastructure data and informal knowledge so incident management teams can make smarter decisions, improve productivity, and scale expertise without adding headcount.

Improve collaboration

Move from manual incident coordination to agentic collaboration. Accelerate response and keep stakeholders aligned by automating time-consuming, manual tasks such as managing channels, paging on-call teams, generating reports, and delivering incident updates.

Accelerate investigation with contextual insights

Quickly understand what's happening, why, and how to fix it, without digging through multiple tools. AI analyzes observability data, service history, and institutional knowledge to provide situational awareness and critical guidance for faster, informed incident response.

Make every team member an expert

Bring automation into the tools and processes your teams use every day and streamline operations with AI-powered workflows. Deliver knowledge articles, identify on-call teams, help troubleshoot, and ensure all responders receive consistent, accurate, and actionable incident information.

Prevent change-related incidents

Anticipate the potential impact of proposed changes with AI-powered risk evaluation. BigPanda analyzes dependencies and simulates outcomes based on historical data to identify potentially risky changes, recommend preventive actions, and help avoid rollbacks and service disruptions.

Key capabilities

- **Automate SME assembly:** Facilitate collaboration in Slack or Microsoft Teams with agentic SME assembly. Bring teams together with a managed incident channel and automate on-call paging, incident status updates, and bridge call and chat transcriptions.
- **Synchronize incident management channels:** Automatically summarize key insights and synchronize real-time updates across bridge calls, chat, and ITSM tickets. Save responders' time by automatically generating executive summaries, after-action reviews (AAR), post-mortems, and more.
- **Expedite analysis with historical context:** Use AI agents to analyze incidents and identify anomalies and impacted services. Apply insights from past incidents, including undocumented fixes, transcripts, and institutional knowledge, to accelerate investigations.
- **Suggest resolution actions:** Automatically recommend remediation steps based on historic and real-time knowledge. These include expected outcomes, identified dependencies, and impact assessments so your teams can take rapid, confident actions.
- **Automate incident management workflows:** Automate workflows without requiring coding. Use natural language and a visual builder to trigger workflows in real time, or schedule them in advance.
- **Predict change risks:** Analyze proposed changes with AI to anticipate potential issues and enable proactive adjustments to minimize change-induced incidents and costly rollbacks.



	Agentic assembly	Agentic troubleshooting	Change risk management
Challenge	Responders must collaborate to understand what's happening, but fragmented tools and teams make investigations messy and manual.	Critical knowledge about responding to incidents is buried inside siloed tools and teams, making it difficult to identify remediation actions.	Owners lack visibility into the potential for changes to cause incidents or outages, leaving them unprepared to prevent issues.
How BigPanda helps	Agentic SME assembly brings teams together in a managed incident channel with on-call paging, incident status updates, and call transcriptions.	Uncover hidden insights by using AI to analyze related past incidents, chat and call transcripts, knowledge base articles, runbooks, and postmortems.	Change risk intelligence delivers a risk summary of proposed changes to predict their impacts and recommend proactive adjustments to improve service reliability.
Business value	Bring in the right teams and automatically update stakeholders to free up responders' time and accelerate response.	Help response teams reduce manual digging, accelerate time to knowledge, and confidently resolve issues with full incident context.	Enhance visibility and enable change owners to anticipate potential issues and implement necessary solutions to minimize change-related risks and outages.

*"Automating root cause analysis and executive summaries has transformed our workflows. The responses from the BigPanda AI Incident Assistant are fast, reliable, and consistent. We are seeing **200% time savings** in RCA generation."*

Director, Technical Support
AI Incident Assistant Beta Program

*"The BigPanda AI Incident Assistant improves our teams' efficacy and incident workflows. On average, **we're saving 20-30 minutes** per incident, freeing up time to focus on strategic initiatives and higher-value tasks."*

Head of Product
AI Incident Assistant Beta Program