

Benefits



SaaS platform architecture

Experience continuous innovation through regular product updates and ongoing application of the latest technologies.



AI-enhanced insights

Provide instant, accurate, and consistent insights into every incident. Assess incident impact, priority, and probable root cause to reduce MTTR.



Ready-to-use dashboards

Benchmark performance, identify improvements from recurring issues, and demonstrate business impact.



Seamless ITSM integration

Integration with ServiceNow ITSM allows IT to make a broader organizational impact without disrupting existing workflows and customizations.

**Migrate to
BigPanda to
transform
your ITops.**

[Learn more](#)

Migrate from Moogsoft to BigPanda: Experience modern AIOps

Take advantage of a risk-free migration to a best-in-class AIOps platform featuring advanced GenAI and powerful analytics.

The ever-increasing complexity of event and incident management demands innovative solutions to help IT teams adapt and stay competitive. Following Moogsoft's acquisition and rebranding as a Dell APEX product, you may be considering migrating to a modern AIOps platform. The benefits of moving to BigPanda from Moogsoft include:



Simplified maintenance

Take advantage of out-of-the-box integrations, APIs, and quickly customizable inbound-alert integrations. Regular platform updates don't require frequent hardware refreshes or JavaScript updates.



Open-box machine learning

Benefit from an open, agnostic platform. Trust in the insights of advanced AI and ML designed for transparency, testability, and user control.



Advanced analytics

Easy access to advanced analytics simplifies the ability to identify patterns, make continuous improvements, and demonstrate value and impact to your organization.

Seamlessly migrate to BigPanda

BigPanda is a purpose-built AIOps platform that dramatically reduces IT noise, accelerates incident response, and automates workflows to improve operational efficiency.

Connect your data and teams with a white-glove enterprise AIOps solution that scales with your business and invests in continuous innovation.

BigPanda offers rapid time to value to Moogsoft customers that are considering migrating to a different AIOps platform. Our platform's built-in capabilities and customizability make for seamless implementation, with go-live dates and a positive impact on incident management happening in weeks.

Our professional services team will develop a tailored implementation plan that examines your Moogsoft setup, including deployment and designed use cases. We will map those parameters to BigPanda to facilitate a seamless and disruption-free transition.

As part of this transition, you can equip your operations and incident response teams with the latest insights, training, and certifications from [BigPanda University](#). Our Resident Solutions Architects act as force multipliers and extensions of your team and advise your technical and business stakeholders regarding strategy and execution. This helps your organization realize value from your investments and ensures a successful deployment.

Once deployed, BigPanda offers operational dashboards that baseline your existing incident management workflows and provide insights into the business value delivered at each migration stage.



	Generative AI	Unified Analytics	Open Box Machine Learning
Challenge	The evolving complexity of event and incident management makes it hard to collect and organize information to identify actions.	Lack of analytics and insights into KPIs prevents teams from identifying patterns, optimizing operations, and show business value.	"Black box" machine learning doesn't allow teams to modify, preview, and change ML inputs, reducing the trust in the outcomes.
Business value	Access to instant, consistent, and accurate insights speeds up triage, prevents unnecessary escalations, minimizes effort, and reduces time to resolution.	Advanced analytics and ready-to-use dashboards help your teams benchmark performance, identify areas for improvement, and demonstrate business impact.	Accelerate incident discovery, investigation, and remediation with explainable and controllable ML designed for transparency, testability, and user control.



"BigPanda is easy to work with and get started, providing flexibility to integrate with existing platforms. Within two weeks, we had a substantial reduction in alerts — and better alerts."

Dan Bartram
Head of Automation and Monitoring,
[Gamma Communications](#)



"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