

Benefits



Improve decision-making

Make every responder an expert. Drive accurate investigation with insights available to teams where they already work.



Accelerate incident analysis

Quickly troubleshoot incidents, identify remediation steps, and conduct post-mortem analysis surfaced from fragmented data silos.



Increase productivity

Improve team efficiency with insights so they can resolve and focus on more tickets or more challenging issues.



Optimize processes

Analyze data to ensure consistent incident documentation and prevent recurring issues.



Improve collaboration

Allow faster information sharing during active incidents and consistent post-incident analysis.

Get started with **Biggy AI**.

bigpanda.io

BigPanda Biggy AI

Transform incident response with AI-powered situational awareness.

Uncover hidden data, transform it into insights, and deliver them in natural language with AI-powered incident management. BigPanda Biggy AI accelerates incident investigation by combing through infrastructure data and knowledge to surface highly relevant insights so you can make smarter decisions, improve team productivity, and scale incident management.



Better service reliability

Biggy AI unifies all involved teams and the data they need for incident response and investigations. It combines observability data, service history, and institutional knowledge to reveal hidden context and give responders situational awareness of incidents.

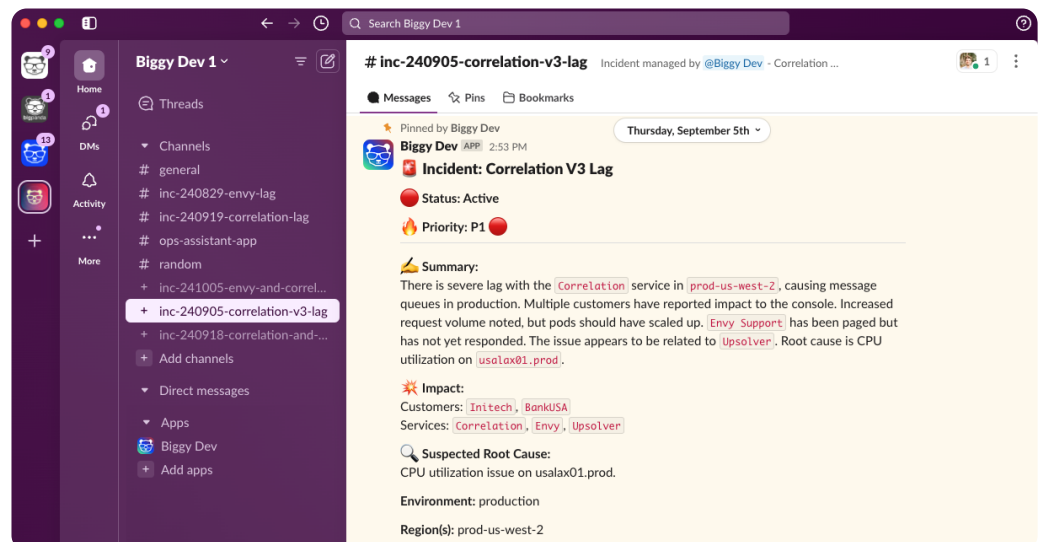


Higher operational efficiency

Biggy AI provides insights and automated workflows to allow service, incident, and operations management teams to investigate active incidents more quickly. Elevate staff member expertise to reduce escalations and ensure incident management processes occur as intended.

Key capabilities

- **AI-powered insights:** Provide highly relevant troubleshooting and remediation data designed explicitly for incident responders.
- **AI-powered automation:** Streamline incident workflows across coordination, collaboration, and post-mortem analysis tasks.
- **Conversational interaction:** Engage with Biggy in Microsoft Teams and Slack for seamless incident management from start to finish.
- **Knowledge aggregation:** Biggy unifies siloed telemetry data and historical team knowledge for faster, more effective incident investigation.





	Real-time integration	Slack and Microsoft Teams	Action plans
Challenge	Critical context is often trapped in silos or not readily available during an active incident.	Data fragmentation requires slow, manual steps to access essential data during a fast-moving incident.	Siloed data and hidden knowledge lead to missed SLAs, escalations, and knowledge gaps in workflows.
How Biggy AI helps	Integrate highly correlated monitoring data, service history, and institutional knowledge from open, agnostic sources.	Tailor outputs to address specific incident-management use cases and customize them for your IT organization.	Benefit from customizable, purpose-built automation of insights for ITOps and ITSM teams and workflows.
Business value	Gain a deep understanding of your IT infrastructure so responders of all levels can investigate quickly and accurately.	Accelerate response times and improve collaboration by providing direct access to high-quality, relevant insights and actions in the apps teams already use.	Reduce escalations, improve collaboration, and scale incident management outcomes.



“Biggy not only speeds up MTTR but enhances mean time to knowledge, allowing a deeper understanding of impacts based on historical data and streamlining communication among teams.”

Service Availability Team Member
Biggy AI Beta Program



46% of IT leaders say that GenAI would deliver the most value to their organization if it could accurately provide real-time identification of business context, dependencies, and impact.

EMA Research
[ServiceOps 2024: Automation and \(gen\)AI-powered IT service and operations](#)