

Benefits



Increase automation and scale

Use AI to free responders from repetitive manual processes and scale team output.



Enhance visibility

Centralize knowledge with a unified view of your IT operations to streamline collaboration, issue detection, and response.



Accelerate digital transformation

Identify opportunities for continuous improvement and reduce the costs and risks of implementing new technology.

**Get started
with BigPanda
for technology
companies.**

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Event intelligence for technology companies

Accelerate innovation, elevate service quality, and optimize IT operations.

The technology industry powers the products and digital services central to our world. These organizations must deliver seamless, resilient, and reliable services to provide the best products and experiences.

Whether it's hardware or software, development teams are always working toward the next release, feature, or product. Time to market can be a significant differentiator in gaining and maintaining a competitive edge.

These expectations can come with significant obstacles. Outdated tools escalate costs, hinder product innovation, and pose financial risks. Global IT infrastructures are highly complex, comprising on-premises and online platforms, cloud services, mobile devices, and applications.

Meeting these demands and scaling output while reducing costs is a constant challenge. These expectations put immense strain on the teams tasked to deliver exceptional quality while supporting constant innovation.



Competitive evolving markets

IT teams must support product innovation and development demands, delivery, and services while increasing automation and reducing costs through a blend of processes and technology.



Service requirements

Customers expect technology providers to deliver seamless product experiences. Internal outages can slow product development or delivery, while service outages can damage customer trust, profitability, and brand reputation.



Complex, global IT environments

IT teams often support massive geographically and technically disparate environments comprising various technologies. The more complex the environment, the more alert noise you have to work with to identify and resolve incidents.

How event intelligence can help

Innovation is the competitive difference in the technology industry. AIOps can help your organization accelerate innovation, streamline operations, and reduce IT operating costs.

Give your operators a consistent, unified view of even the most complex and noisy IT environments. Clear visibility improves efficiency, minimizes downtime, and allows teams to focus on strategic projects that support innovation rather than firefighting.

AIOps consolidates monitoring and operations data across sources and dimensions, adding context and identifying actionable events. Using a comprehensive view of event data, your teams can detect, prioritize, and assign remediation in seconds. IT teams can proactively resolve critical SaaS incidents before they become outages that affect customers and damage your brand's revenue and reputation.

Reduce the costs and risks associated with IT modernization and digital transformation projects. Use AIOps to establish a real-time topology model across all IT data sources and more easily identify incident-causing changes. With full-stack visibility, operators can quickly resolve change-related outages more rapidly and enhance efficiency.



	Alert Intelligence	Workflow Automation	Advanced Insight
Challenge	Managing siloed, inconsistent event data spread across complex and noisy IT environments slows incident response.	Siloed teams and tools combined with slow, manual workflows impede collaboration, incident response, and innovation.	Inaccessible insights and lack of event context require manual identification of infrastructure changes and historical remediation efforts.
Business value	BigPanda Alert Intelligence distills data into contextual, actionable information. Help operators quickly identify the issue, cause, and steps to remediation.	Automate notifications, ticketing, and runbooks BigPanda Workflow Automation . Minimize repetitive processes with to speed response and scale IT operations.	Use BigPanda Advanced Insight to accelerate incident investigation and root-cause analysis with centralized change data, historical insights, and clear summaries.



“Before implementing BigPanda, the amount of alert noise was overwhelming. BigPanda allowed us to implement AI that reduced alert noise and allowed us to get to the root cause faster.”

Christopher Black
Divisional CTO, [CDI](#), an [AHEAD Company](#)



“With the help of BigPanda, we reduced incidents by 69% and significantly improved IT operational efficiency.”

Samy Senthivel
Director of Observability Services, [Autodesk](#)