

Benefits



Lower costs

Automate manual tasks to reduce operational expenses, enable your teams to handle a higher volume of issues, and focus on higher-value work.



Increase productivity

BigPanda AIOps makes every team member an expert by turning alert noise into actionable incidents, allowing them to detect and prioritize in seconds.



Reduce escalations

Enriched context enables operators to swiftly detect and triage issues, minimizing escalations and bridge calls.



Maximize the value of your tools

Combine fragmented, disparate tools to create a unified view that facilitates performance evaluation and identifying optimization opportunities.

**Get started
with BigPanda
AI-powered Event
Management.**

BigPanda AI-Powered Event Management

Transform IT noise into insights for faster detection and triage

IT Operations teams must detect and address incidents quickly to ensure operational efficiency.

As organizations scale their service offerings, filtering through alerts becomes increasingly challenging due to excessive noise and lack of visibility behind tools. As a result, IT operations teams often escalate issues more frequently, putting strain on service teams' resources, slowing down the incident response process, and negatively impacting operational efficiency.



Overwhelming alert noise

On average, large organizations utilize more than [20 observability and monitoring tools](#), resulting in a high volume of low-quality, unactionable alerts. Operations teams monitoring these alerts frequently struggle to distinguish between false alarms and genuine warnings that could indicate a potential service outage. Many alerts lack essential details, such as the specific host, assignment groups, and affected environments. Without this crucial information, operators find it challenging to diagnose alerts accurately.



Poor operational visibility

Monitoring tools often struggle to provide comprehensive visibility into an organization's IT ecosystem's applications and services. Modern organizations typically utilize a combination of legacy systems, hybrid environments, and custom-built solutions, making it challenging to establish a single source of truth. This limited visibility results in slower detection and triage, leading to increased manual effort and greater stress on teams.



Operational burnout

The excessive manual workload poses a significant challenge for operations teams. Organizations often allocate funds for additional personnel to manage the overwhelming number of alerts. However, onboarding new team members can be difficult due to complex and fragmented IT environments, leading to operational burnout and increased costs.

How BigPanda can help

BigPanda AI-powered event management enables ITOps teams to detect and triage situations quickly, streamline operational efficiency, and ensure high service reliability.

BigPanda's open and agnostic platform ingests alerts from multiple data sources to eliminate data siloes and provide a unified picture for operations teams. Through deduplication, filtering, normalization, and correlation, BigPanda processes alerts from across your entire IT ecosystem, reducing unnecessary noise and generating a consolidated view. BigPanda then enriches these alerts using change, topology, and historical data, providing additional information to facilitate resolution.

[BigPanda Generative AI](#) helps automate the detection and triage process, saving operators valuable time. Operators receive automated insights and probable root cause for incidents, simplifying the triage process.



These AI-powered insights enable operations teams to identify problems and make better-informed decisions rapidly. If escalation is still necessary, BigPanda shares these detailed insights with incident management teams right in their ITSM platform and in collaboration tools where both teams work. This improves collaboration and enhances situational awareness across the organization to deliver efficiency and reliability gains.

	Open Integration Manager	Event Enrichment and Correlation Engine	Automatic Incident Triage
Challenge	Gaining visibility into your ecosystem is challenging due to using various tools across siloed legacy and modern infrastructures.	Managing fragmented and inconsistent event data spread across complex, noisy IT environments slows detection and triage.	Fragmented data and a lack of context lead to inefficient processes, demanding manual investigation.
Business value	Unify disparate tools into a comprehensive view of your entire ecosystem and reduce unnecessary alert noise.	Enhance alerts with insights to identify patterns, anticipate issues, and deliver actionable insights on priority issues.	Automate triage with immediate AI-powered insights into priority, impact, and root cause using the Advanced Insight Module .



"Not only can we see the alerts, but we can evaluate them using correlation that recognized patterns, connected alerts, and led to fewer incidents."

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



"BigPanda has helped significantly with deduplicating, correlating, and automating our process. The enrichment data we process through BigPanda enables us to create more specific and insightful alert tags."

Mark Peterson
Supervisor IT Operations,
[Cambia Health Solutions](#)