Benefits

✓

Reduce revenue loss

Keep services up and running consistently to protect and grow revenue.

✓

Improve customer experience

Keep customers happy with services and technology that are consistently reliable and continually being improved with innovation.

✓

Reduce SLA penalties

Ensure incident management teams have accurate, relevant insights to help them make good decisions quickly.

✓

Improve brand reputation

Prevent issues that negatively impact the brand and market perception.

Get started with BigPanda AI-powered Incident Management.

BigPanda AI-powered Incident Management

Turn siloed knowledge into situational awareness for faster investigation

AI-powered Incident Management can help teams investigate incidents faster and improve service reliability. Incident management teams traditionally lack the situational awareness needed to investigate issues quickly and efficiently. Siloed data and knowledge spread across the IT infrastructure lead to a lack of context for diagnosing and fixing incidents.

When context is missing from tickets and incidents, the resulting incident workflows don't work, reducing efficiency and the ability to automate. Teams spend too much time on manual context gathering, face challenges in knowledge sharing with other teams, and skip critical steps like post-incident analysis and documentation.

Due to these manual, time-consuming processes, incident management teams can't keep up. This lack of scalability leads to poor service reliability and operational efficiency, which negatively impacts customer experience and revenue.

Ⓢ **Revenue impact from downtime**

Recurring, preventable issues lead to outages and significant downtime, which has significant consequences when services are revenue-driving.

☼ **Lack of innovation**

First-line responders' lack of context leads to preventable escalations to expensive L2 and L3 resources and disruptive bridge calls. These tie up strategic resources, ultimately slowing innovation or higher-value projects.

☼ **High volume of customer-impacting issues**

Unreliable services lead to customer dissatisfaction and churn, further impacting revenue and business goals.

How BigPanda can help

AI-powered Incident Management from BigPanda gives each member of your incident response teams the situational awareness to make faster, smarter decisions.

Using AI/ML and generative AI technologies, BigPanda accelerates incident investigation by combing through observability data, service history, and institutional knowledge to surface purpose-built insights. This helps incident management teams make smarter, faster decisions and improves productivity.

When responders quickly and accurately understand an incident and can ask questions of BigPanda Biggy AI in real-time using natural language, they can diagnose and fix the problem quickly without unnecessary waiting or escalations.

AI-powered incident management increases the speed and productivity of IT teams, reduces revenue loss with greater service reliability, and improves customer experience while lowering SLA penalties.

	Biggy AI	BigPanda Core	Unified Analytics
Challenge	Missing context and time-consuming, manual workflows hinder automation and reduce downtime.	Teams need more context to diagnose and fix issues with their current tools and platforms.	Fragmented visibility and data analytics across the infrastructure prevent proactive problem-solving and continuous improvement.
Business value	Using Biggy AI's interactive, simple prompts, resolve incidents faster, with fewer escalations. These prompts allow faster troubleshooting, fix identification, and greater team collaboration.	Improve expertise and team productivity with context-rich insights, including root cause, missing CIs, and related alerts, delivered to your ITSM platform.	With Unified Analytics, you can measure performance and prevent future incidents. You can also identify and eliminate repeat incidents and monitoring gaps while reducing end-user ticket volume.

LUMEN®

"With BigPanda's Unified Analytics, we can build custom dashboards and create custom KPIs unique to our business, which helps us avoid surprises and illuminate ways we can optimize incident management workflows."

Lukas Johnson
Lead IT Infrastructure Engineer,
Lumen Technologies

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

Service Availability
Team Member,
Biggy Beta Program