Benefits

✓

Optimize team collaboration

Synthesized incident knowledge empowers operators to make expert decisions, regardless of experience level. Integrating with your preferred workflows and tools enhances data accessibility across teams for better alignment, streamlines incident triage, and reduces tool-switching.

✓

Improve decision-making

Automatically combine multi-source, historical, and change data to optimize situational awareness, delivering AI-powered insights directly within your workflows for smarter, more informed incident investigations.

✓

Proactive incident response

Real-time analysis and insights on prior incidents and resolution steps help ITOps and Incident Management teams optimize workflows, prevent escalation, and preempt manual toil.

✓

Built to fit your workflows

Easily customizable incident feeds and tagging bring the most relevant context to the forefront, tailored to your organization's unique needs for maximum impact.

Get started with BigPanda Ops-centric AI.

BigPanda Ops Centric AI

Turn fragmented IT noise into high-quality, actionable insights for proactive incident management.

For IT Operations and Incident Management teams, the ability to detect, triage, and investigate incidents quickly and effectively is crucial for maintaining service reliability and operational efficiency.

As machine-generated data grows beyond the limits of human scalability, alert noise becomes increasingly complex, cluttered, and siloed. This escalation challenges L1 Operations and Service Desk teams to respond to incidents quickly and efficiently.

Knowledge is scattered across fragmented data

Critical insights are spread across different tools, teams, and silos, making it challenging and time-consuming to extract and synthesize knowledge into situational awareness, slowing incident investigation and remediation.

Automation is difficult to deploy

Implementing automation is challenging due to the large influx of unenriched, non-actionable data, and inconsistent manual workflows. This data uncertainty makes it difficult to determine what and when to confidently trigger automated workflows.

Existing tools do not solve these problems

IT Service Management platforms depend on rigid configuration rules, which aren't suited to handle the velocity, complexity, and rate of change from modern cloud infrastructure data. Observability tools, built for developers, further intensify the overwhelming telemetry data that ITOps and incident management teams must sift through to detect and triage issues.

Why BigPanda is unique

BigPanda Ops Centric AI is designed for event and incident management teams working in enterprise IT. It automatically pulls data and context from the BigPanda Unified Data Fabric to proactively detect and assign issues before they become incidents. Ops Centric AI synthesizes and distills all your complex data into high-quality, contextualized alerts, delivering accurate and actionable insights in real time for enhanced situational awareness.

Purpose-built for ITOps and Incident Management

Support ITOps and Incident Management teams within their preferred workflows. BigPanda delivers highly-relevant, actionable insights in real time, making it simple to act quickly.

Synthesize siloed data into situational awareness

Transform knowledge across silos using AI/ML and Generative technologies to deliver informed, explainable, easy-to-understand insights to team members in seconds.

Explainable, controllable, and adaptive

Customize and adapt data insights in real time to meet your organization's needs. Bring relevant context forward for faster incident resolution and incorporate feedback to help teams streamline and accelerate manual workflows.

	BigPanda Biggy AI	BigPanda Core	Advanced Insight Module
Challenge	Missing context and relying on manual workflows hinder automation and prolong downtime.	Teams need more context to diagnose and fix issues with their current tools and platforms.	Fragmented data and insufficient context require the manual identification of infrastructure changes and historical remediation efforts.
Business value	Resolve incidents faster, with fewer escalations using Biggy AI's interactive, simple prompts. These prompts allow faster troubleshooting, fix identification, and enable greater collaboration across teams.	Improve expertise and team productivity with context-rich insights, including root cause, missing CIs, and related alerts, delivered to your Incident Management platform.	BigPanda Advanced Insight expedites incident investigation and root-cause analysis by utilizing centralized change data, historical insights, and concise, easy-to-understand summaries.

CAMBIA
HEALTH SOLUTIONS

Rapid situational awareness

"Enrichment data that we process through BigPanda allows us to create specific, insightful alert tags. Adding context to alerts that are coming in allows us to know the right teams to involve for faster resolution."

Mark Peterson
Supervisor IT Operations,
Cambia Health Solutions

LUMEN®

Achieve essential visibility

"Operational awareness is critical for us at all times. Unified Analytics helps us unify our monitoring and observability data. We build custom dashboards and create custom KPIs unique to our business, which helps us avoid surprises and optimize incident management workflows."

Lukas Johnson
Lead IT Infrastructure Engineer,
Lumen Technologies