

Benefits



Improve decision-making

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



Maximize value

Combine siloed data and processes with [data-driven analytics](#) and customizable out-of-the-box dashboards to identify gaps and maximize the value of existing tools.



Increase operational visibility

Integrate fragmented tools to create a cohesive view. This allows teams to enhance performance monitoring, identify issues quickly, and uncover optimization opportunities.



Lower costs

Aggregate, normalize, filter, and correlate data and knowledge across silos into a unified view to drive efficiencies across response teams and their workflows.

**Get started
with BigPanda
Unified Data
Fabric.**

BigPanda Unified Data Fabric

Unify siloed operational data and knowledge to surface critical insights and streamline incident workflows.

Maintaining service reliability is business-critical for IT operations and incident management teams. IT teams must detect, triage, and investigate incidents efficiently and consistently. Failing to do so can result in poor customer experiences, SLA penalties, and damage to the brand.

These processes are becoming increasingly challenging for IT teams due to the growth in scale, complexity, and fragmentation associated with hybrid infrastructures. Traditional processes cannot keep pace with this growth, leaving L1 Operations and Service Desk teams unable to respond quickly due to a lack of visibility and context.



Overwhelming data scale & velocity

L1 Operations and Service Desk teams are overwhelmed, impeding incident detection and triage. IT applications and services produce more data than ever, surpassing human capacity to understand and manage it.



Trapped, siloed knowledge and data

Essential knowledge and data for incident response is scattered across various tools, teams, and organizations. Gathering this knowledge is time and resource-intensive, and consolidating this information slows investigation and remediation processes.



Fragmentation slows down automation initiatives

Inconsistent data and manual workflows hinder implementing automation in incident response workflows. A lack of situational awareness, combined with siloed knowledge and data, complicates the process of determining what and where to automate.

Why BigPanda

Operations and Incident Management teams during incident response. Combine IT operational data, service knowledge, and institutional knowledge into a standard data model, to deliver rich, accurate insights that help teams detect issues, resolve incidents, and prevent service disruptions.

Integrate data and knowledge across silos

Combine machine data (operational, infrastructure, and observability) and human knowledge (service history, SOPs, and chat transcripts) to break down knowledge gaps. Provide an unprecedented understanding of your IT infrastructure and operations, both past and present.

Standardize fragmented data into a single data model

BigPanda standardizes and processes all data types so they can be analyzed for trends and patterns associated with active incidents. These insights are surfaced to operations and response teams so they can resolve incidents faster.

Enrich and share IT knowledge

Give every user and IT team involved in incident management processes access to relevant, critical insights. Enrich and expand team knowledge so they can better understand issues and accelerate investigation and response.



	BigPanda Core	Unified Analytics	BigPanda Biggy AI
Challenge	Teams lack the information they need to diagnose and fix issues due to siloed tools and teams.	Fragmented visibility and data analytics across the infrastructure prevent proactive problem-solving and continuous improvement.	Missing context and time-consuming, manual workflows hinder the ability to automate and reduce downtime.
Business value	Improve visibility, expertise, and team productivity with context-rich insights about your IT infrastructure, including incident priority, impact, and assignment group.	With BigPanda Unified Analytics , you can measure performance and prevent future incidents. Identify and eliminate repeat incidents, monitor gaps, and reduce end-user ticket volume.	Use Biggy AI 's interactive, simple prompts to resolve incidents faster with fewer escalations. These prompts accelerate identification and troubleshooting and enhance team collaboration.

BigPanda AIOps

