BigPanda

Benefits

✓

Reduce IT noise

Aggregate, normalize, and filter alert noise into actionable incidents.

✓

Achieve faster cycle times

AI-powered insights speed up detection, triage, and resolution cycles, helping improve SLAs and get your teams ahead of critical issues.

✓

Boost client trust and minimize churn

Showcase the value you're bringing to your clients by sharing data-driven insights that demonstrate the proactiveness of your service platform.

✓

Scale your business

Enhance client onboarding to accelerate time-to-market and reduce operational costs while handling more alerts without increasing headcount.

Scale your service offerings with BigPanda AIOps.

AIOps for managed services providers

Scale through technology and maximize profit margins

Managed service providers (MSPs) are critical players in digital transformation. Enterprises depend on MSPs to efficiently manage the complexities of their hybrid cloud environments.

MSPs face numerous challenges in maintaining high-profit margins and delivering exceptional and reliable client services, including:

⚙ **Operational inefficiency**

Managing large volumes of data from diverse client environments can be overwhelming, straining operational efficiency and resources. Growing alert volumes often require additional headcount, increasing costs and impacting profitability. Automation is difficult due to fragmented data and legacy systems, hindering scalability.

⊗ **Knowledge silos and limited visibility**

Critical information is scattered and fragmented across various sources, hindering knowledge sharing, onboarding, and operational effectiveness while limiting visibility. This makes it difficult to gain a clear view of operations and proactively address issues before client services are impacted.

⩘ **High operational costs**

To keep pace with the growing number of clients, MSPs frequently consider adding personnel to their network operating center (NOC) to manually filter through alerts. Although this is a quick solution, it is inefficient, increases operational costs, and strains budgets.

Implement AIOps to differentiate your service offering

With BigPanda, you can take new clients to market faster as there is no need to waste time manually configuring them.. An open and agnostic platform, BigPanda enables MSPs to onboard new client environments without the hassle of manual configurations. BigPanda customers can choose from 50+ standard integrations and easily configure new environments to ingest, normalize, and correlate data.

BigPanda eliminates data silos and provides a unified picture for NOC teams. Through deduplication, filtering, normalization, and correlation, BigPanda processes alerts, reducing unnecessary noise and generating a consolidated view of client's environments. BigPanda then enriches these alerts using change, topology, and historical data, providing additional information to facilitate resolution.

BigPanda Advanced Insight helps automate the detection and triage process, saving operators valuable time. NOC technicians receive automated insights and probable root causes for incidents, simplifying the triage process and improving the efficiency of your service platform.

Unified Analytics offers ready-to-use dashboards that deliver insights and visibility into the value your service provides to clients. This transparency allows for more open communication with clients, demonstrating your service's value to their environment. It also highlights your proactive approach to preventing major incidents.

By leveraging BigPanda AI-driven insights, MSPs accelerate incident detection, provide faster summaries for engineers, and streamline communication with clients. Trusted by leading MSPs, BigPanda enhances operational efficiency, enabling MSPs to deliver exceptional service reliability and value to their clients.

	Streamline onboarding	Accelerate incident response	Maximize profit margins
Challenge	Onboarding customers is too slow. Manually configuring new client environments can delay the go-to-market strategy for new clients on your managed service.	Manual processes slow down our ability to meet agreed-upon cycle times, preventing us from meeting SLAs.	To keep pace with the number of alerts, MSPs must add personnel, increasing operational costs.
How BigPanda helps	BigPanda is an open and agnostic platform that simplifies the integration of new environments into your AIOps-enabled service platform with an easy-to-use interface and straightforward APIs.	BigPanda AI-powered Incident Management leverages GenAI to speed up incident resolution by synthesizing knowledge to surface the root cause.	BigPanda Workflow Automation simplifies manual tasks, allowing operators to focus on client-facing projects and innovation initiatives, which enhances the efficiency of your service offering.
Business value	Go to market faster with easy onboarding and unlock new market opportunities.	Achieve faster cycle times to speed up detection, triage, and resolution to exceed SLAs.	Automate operations and scale with technology.

Gamma

"BigPanda drastically reduced alert noise with minimal effort. Unlike other platforms requiring extensive professional services, BigPanda was easily configured, saving us significant time and resources."

Dan Bartram
Head of Automation and Monitoring
Gamma Communications

verinext

"We're able to provide fast, automated insights and suggest root cause for incidents in real time, identifying problems before they escalate and ultimately mitigating downtime."

Matt Bynum
SVP Managed Services
Verinext