

Benefits



Simplify data for fast resolution

Centralize and standardize alert data to reduce the delays and frustrations caused by long bridge calls and manual incident investigations.



Articulate impact across distributed systems

Instantly identify interrelated alert data and explain the relevance and impact of incidents across distributed IT environments in natural language.



Understand changes in real time

Unify alert data with change data to quickly and reliably articulate probable incident root cause, including transparent reasoning behind every AI-generated explanation.



Maintain service reliability

Enhance ticket quality with rich contextual data to accelerate remediation, reduce escalations, and improve application and service uptime.

Get started
with **BigPanda**
Advanced Insight.

bigpanda.io

BigPanda Advanced Insight

Analyze multisource IT data using AI to instantly understand incident impact and accelerate incident triage and investigation.

BigPanda Advanced Insight is the premier solution to reduce MTTR. Give your ITOps and Incident Management teams access to AI-backed analysis and context-enriched incident summaries so they can quickly understand and communicate impact, priority, and assignment.

Quickly identify and measure impact

Instantly correlate alerts across multiple sources and dimensions, including historical alert data, and apply AI-powered analysis to measure and explain incident impact.

Understand changes in real-time

Correlate multisource incidents with change data to identify causal changes across hybrid cloud environments. Ingest multisource enrichment and alert data and use generative AI to cut through alert noise and summarize incident causality.

Maximize service reliability

Leverage AI-powered insights backed by clear reasoning to deliver a complete view of incidents to your IT Operations and Incident Management teams. Empower your teams to triage, investigate, and respond quickly and consistently and keep services online.

Gain visibility into trends and patterns

Enhance service reliability by automating problem identification and provide actionable visibility into recurring operational disruptions. Understand the root cause of issues and proactively prevent them from happening again.

Key capabilities

- **Automate incident analysis:** Use advanced AI to reliably summarize an incident's priority, impact, and probable root cause in natural language across distributed systems. Populate this information in chat and ITSM tools and relay priority actions teams at scale.
- **Analyze changes:** Correlate multisource alerts with change data to rapidly identify and roll back specific actions that cause incidents. Use change data analytics to measure and improve alert, change, and incident metrics and support ongoing configuration enhancements.
- **Accelerate response with historical insights:** Compare live incident alerts with data from previous incidents to expedite investigation, triage, and resolution. Automatically provide teams with the data they need to take action without lengthy bridge calls or extensive manual investigation.
- **Uncover trends and recurring incident patterns:** Use the Problem Identification dashboard to proactively prevent operational disruptions. Group repetitive issues by impact, occurrence, and title so your teams can easily identify and prevent them from happening again.



	Automate incident analysis	Rapidly identify changes	Gain insights from past incidents
Challenge	Critical incident data is complex, inaccessible, and lacks the necessary context to identify and investigate incidents.	Most service-impacting incidents are caused by dynamic infrastructure changes, which require manual identification to find the specific changes that likely caused them.	Manually locating historically relevant incidents, repeat issues, and past remediation actions takes time and often requires legacy knowledge.
How BigPanda helps	Correlate multidimensional incident data and augment it with AI-generated summaries.	Correlate relevant multisource alerts with change data to identify probable root cause.	Leverage past incident remediation insights and pattern detection to resolve similar issues faster.
Business value	AI-generated incident impact summaries create a shareable, actionable description of impact and causality for rapid investigation.	Speed investigation, and shorten MTTR by automatically surfacing statistically relevant change data.	Accelerate incident response with historical incident data and proactively prevent recurring issues.



“Adding context to enrich alert data leads to more effective prioritization and results in faster problem resolution and fewer service disruptions.”

Paul Bevan
Research Director, IT Infrastructure
Bloor Research



“BigPanda has enabled us to get more real-time, relevant data around a specific incident. This has significantly reduced our MTTR.”

Steve Liegl
Director of Infrastructure and Operations
WEC Energy Group