Benefits

Eliminate noisy tickets and reduce escalations

Context-rich incidents reduce alert noise and ticket fatigue. Share actionable insights across teams to facilitate proactive problem management and reduce unnecessary escalations that slow incident response.

Automate incident management workflows

Reduce manual triage and investigation with instant, accurate insights into impact, root cause, and suggested remediation actions. Accelerate response and minimize customer impact across all services and applications.

Reduce blind spots

Automatically identify missing CIs and write them back to your CMDB. Increase the accuracy and value of your ITSM investment while highlighting visibility gaps.

Prevent recurring incidents

Easily identify the source of repeat incidents so problem management teams can eliminate future recurrences, reducing ticket and incident volumes.

Supercharge ServiceNow ITSM Standard with BigPanda AIOps

Reduce ticket volumes and ITSM costs, enhance CMDB quality, and automate manual ITSM workflows natively in ServiceNow.

Legacy event-management systems with manual rules and workflows slow response and hinder remediation. Event filters, alert and grouping rules, and binding configuration items (CIs) with alerts simply can't meet the demands of today's complex IT environments.

The absence of Service Mapping insights creates significant barriers to scaling incident management. When your teams cannot quickly identify an incident's impact, priority, and root cause, they end up reactively firefighting instead of proactively resolving problems.

BigPanda overcomes these challenges and maximizes the value of your IT Service Management (ITSM) investments. By reducing ticket volume, improving configuration management database (CMDB) quality, and giving responders AI-powered insights to accelerate triage and investigation, BigPanda empowers teams to proactively resolve issues before they escalate.

With AIOps from BigPanda, your organization can automate and accelerate incident management directly in ServiceNow ITSM Standard without upgrading ITOM or ITSM packages.

Maximize ServiceNow ITSM Standard value: Provide incident responders with instant, accurate, and actionable insights that identify incident impact, priority, and root cause natively in ServiceNow Standard ITSM. Improve first contact resolution, reduce escalations, and automate common workflows to ensure your teams can focus on the highest-value work

Improve ServiceNow ITOM and ITSM cost efficiency: Gain access to actionable event management, improved CMDB management, AI-powered incident summaries, and data-driven process improvements.

AUTODESK

"With the help of BigPanda, we reduced incidents by 69% and significantly improved IT operations management efficiency."

Samy Senthivel
Director of Observability Services
Autodesk

How BigPanda works with ServiceNow

BigPanda integrates seamlessly with ServiceNow to improve operational efficiency and unlock the value and utility of the ITSM platform. AIOps from BigPanda makes every team member an expert by combining multisource infrastructure and application data with historical ITSM ticket data into actionable tickets. With access to these insights, your responders can detect, prioritize, and assign incidents in seconds.

BigPanda offers multiple capabilities to reduce alert noise and ticket volume, automate and reduce incident workloads, and improve CMDB accuracy while lowering ITSM costs.

AI-powered Event Management

Give every operator - regardless of where they're working - the full context around an issue from the onset so they can get ahead of situations, triage quickly, and maximize productivity. Use AI-powered correlation to surface actionable alerts and tickets and reduce incident workloads.

Automated CI discovery

Improve visibility across ITSM by automatically identifying missing CIs referenced in alerts but not cataloged in the CMDB.

Open Integration Hub

Seamlessly integrate observability, operational data sources, and group related alerts to gain a 360 view of your complex IT environments.

AI-powered alert correlation

Correlate alerts across applications and infrastructure with specific tickets, making it easy to define shared responsibility in a single ticket, created by BigPanda and available in ServiceNow.

Advanced Insight

Use GenAI to predict potential issues and automate incident responses natively in ServiceNow ITSM Standard. Provide incident responders with real-time incident summaries that identify the impact, priority, and root cause. This improves first contact resolution, reduces escalations, and automates common workflows.

Incident impact

Automatically analyze incidents and identify the underlying reason without needing accurate Discovery and Service Mapping CMDB dependencies.

Similar Incidents

Analyze historical incident data to surface previous, related issues so teams can assign, prioritize, and resolve active incidents more efficiently.

Root Cause Analysis

Correlate multisource incidents with change data to automate incident triage and investigation, reduce escalations and MTTR, and minimize business impact.

Problem Management

Proactively identify and address recurring issues based on GenAI analysis of common trends, root causes, and patterns. Eliminate noise and improve system performance to prevent future service disruptions.

"Effective collaboration between IT services and IT operations improves the lives of frontline professionals through friction-free cooperation and problem-solving. AI-curated information and automated workflows deliver practical advances that improve productivity."

Valerie O'Connell
Research Director
EMA Research

	AI-powered Event Management	**Open Integration Hub**	**Advanced Insight**
Challenge	Manual event-correlation rules and the need for CMDB accuracy make it difficult to reduce ticket volume and identify important tickets.	Siloed teams, tools, and incident-related data prevent teams from getting the information to take proactive steps and stay ahead of incidents.	The high cost and efficacy of ITSM generative AI technologies focused on summarization makes it difficult to justify significant investment.
Business value	Eliminate alert noise and automate repetitive operator tasks so Incident Management teams can manage growing alert volume without increasing headcount.	Seamlessly integrate observability and operational data sources like change and CMDB to group alerts and gain a 360 view of your hybrid cloud environment.	Purpose-built insights adapt in real time so that Service Desk and ITSM teams can accelerate and automate manual incident workflows.

Get started with BigPanda for ServiceNow.

bigpanda.io

Solution brief Supercharge ServiceNow with BigPanda AIOps to reduce ITSM costs