

Benefits



Improve revenue opportunities

Minimize costly downtime of critical sales systems and ensure continuous availability, especially during peak shopping times.



Accelerate digital transformation

Centralize siloed data into a single view and enable IT teams with actionable insights for faster resolution.



Ensure seamless customer experiences

Guarantee the reliability of critical services that ensure a seamless omnichannel experience for customers.



Scale and innovate

Empower IT teams to focus on innovative projects to enhance customer experience by reducing constant firefighting.

Learn more
about how
**BigPanda helps
retailers**

Event intelligence for retailers

Optimize customer experiences for increased sales and loyalty.

Retailers cannot afford IT disruptions. System failures, whether online, in-store, or in warehouses, can directly translate to lost revenue and damaged brand reputation. To ensure continuous operations and meet the demands of today's customers, retailers must overcome:

Legacy systems and modernization

Many retailers struggle with aging legacy systems (e.g., warehouse management, POS) alongside modern digital platforms. This creates a constant tension. Maintaining these older systems drains resources, hinders crucial digital transformation efforts, and hampers your organization's ability to innovate and meet evolving customer expectations.

Sprawling and complex IT infrastructures

Retail IT manages an exceptionally broad range of geographically dispersed systems, to include e-commerce, in-store technology, supply chain, and numerous branch locations. This leads to a massive volume of alerts, inconsistent visibility, and challenges in coordinating support across different teams and locations.

Peak season vulnerability

Events such as Black Friday and holiday rushes are crucial for revenue, but they also present significant IT risks. Any disruption to POS or e-commerce systems during these times can lead to substantial revenue loss and damage to the brand.

High customer expectations

Customers demand more personalized, seamless shopping experiences and uninterrupted services. The ability to meet customer demands in a competitive and rapidly changing landscape is imperative for retailers.

How BigPanda can help

Empower IT teams with BigPanda AIOps to deliver reliable shopping experiences by proactively preventing disruptions to critical functions like order fulfillment, payment processing, and inventory management, fostering customer loyalty and satisfaction.

Provide incident response teams with a unified source of truth across geographically diverse physical and digital environments, eliminating fragmented data silos. Equip them with insights that help them quickly resolve outages before they cause revenue-impacting disruptions, protecting customers' buying experiences and preserving your brand.

AIOps consolidates and correlates alert data across sources and dimensions to create actionable incidents. These processes dramatically reduce manual investigation and accelerate incident detection, prioritization, and resolution, especially during high-traffic promotional periods such as Black Friday or Cyber Monday.

AIOps can automate and streamline traditionally manual and inefficient event management workflows. Workflow automation enables IT teams to resolve incidents faster and focus on delivering innovative strategies that improve customer shopping experiences.

BigPanda helps minimize the costs and risks associated with digital transformation initiatives. Our AIOps platform delivers robust IT observability and incident response needed to maintain uninterrupted operations and improve agility as organizations implement new technologies to meet customers' growing expectations.



	Unified Data Fabric	AI-powered Incident Management	Unified Analytics
Challenge	Alert data is scattered across numerous digital and on-premise systems and between physical store locations and online properties.	When outages occur, identifying root cause involves manual investigation across numerous data sets, which prolongs revenue-impacting disruptions.	Retailers have to monitor performance across various store locations and e-commerce sites using disparate observability and monitoring tools.
Business value	The Unified Data Fabric connects siloed data and constructs a single source of truth, enabling faster investigation and response.	AI-powered Incident Management leverages GenAI to generate actionable insights and probable root cause for faster resolution.	Unified Analytics centralizes monitoring data into out-of-the-box dashboards, providing IT leaders with objective performance metrics.



"AIOps' ability to master vast amounts of data from varied sources of information makes it possible to intercept potential issues before they cause problems."

Valerie O'Connell
Research Director
EMA Research