

Benefits

- ✓ **Predict change risks**
Use AI to anticipate the potential impact of changes by analyzing historical incident data and past change success/failure rates.

- ✓ **Prevent future incidents**
Identify patterns in recurring incidents and create proactive solutions that prevent incidents from happening again.

- ✓ **Empower responders with actionable context**
Give change and problem managers clear reasoning and step-by-step resolution steps to resolve issues at scale, prioritize efficiently, and measurably improve service reliability.

- ✓ **Deliver clear insights**
Uncover patterns and give decision makers actionable insights with dashboards that track performance across changes, recurring issues, and contextual incident analysis.

Get started with BigPanda AI Incident Prevention.

[Request a demo](#)

Predict and prevent IT incidents

Proactively identify recurring issues and prevent incidents.

Enterprises are struggling with reactive incident response, only addressing incidents after they impact their core services and operations. This firefighting cycle drains valuable resources and slows down innovation. Proactively identifying and mitigating potential issues before they escalate is crucial for optimizing operational efficiency.

BigPanda AI Incident Prevention uses artificial intelligence (AI) and machine learning (ML) to analyze data from various operational and external sources, predict potential problems, and enable teams to proactively implement solutions.

Enterprises are challenged by:

Risky changes

Changes contribute to a high volume of incidents and costly outrages. Change owners lack visibility into the potential impact of new deployments. Without predictive data and actionable guidance, teams are unprepared to anticipate and prevent change-related incidents.

Recurring issues

Recurring incidents consume valuable time and resources that divert focus from strategic initiatives. It's challenging to pinpoint the underlying root cause of recurring incidents across disparate data sources. The loss of critical, experience-based knowledge that isn't formally documented or readily available exacerbates the problem. This lack of institutional learning hinders effective preventative action.

Cumbersome processes

IT teams tighten change rules to avoid outages, while developer teams are expected to move fast and ship new features. This misalignment results in developers often skipping the risk mitigation process altogether and pushing risky changes into production, leading to avoidable problems.

How BigPanda can help

BigPanda AI Incident Prevention stops recurring incidents and improves customer experiences with scalable, proactive IT change and problem management.

By using AI to analyze change-related risks based on historical data and proposed deployments, your teams can implement changes confidently and reduce the risks of costly outages or rollbacks.

BigPanda Problem Management transforms how your teams address recurring issues. By automatically identifying underlying patterns and root causes across various incidents, IT Problem Managers gain valuable insights to help them prioritize resources and eliminate recurring incidents.

BigPanda establishes clear guardrails that enable business teams to operate with confidence, autonomy, and speed. Prevention insights accelerate high-velocity software development and help central IT ensure safety and governance.

AI Incident Prevention enhances operational efficiency and improves service reliability by providing incident teams with the context to devise and implement proactive solutions and reduce recurring incidents.



Problem Management

Challenge

Identifying recurring incidents and classifying them by standard criteria is time-consuming, especially when not all data is readily available.

Solution and business value

Use AI insights to cluster recurring incidents and easily identify patterns and root causes, leading to preventative remediation solutions.

Change risk management

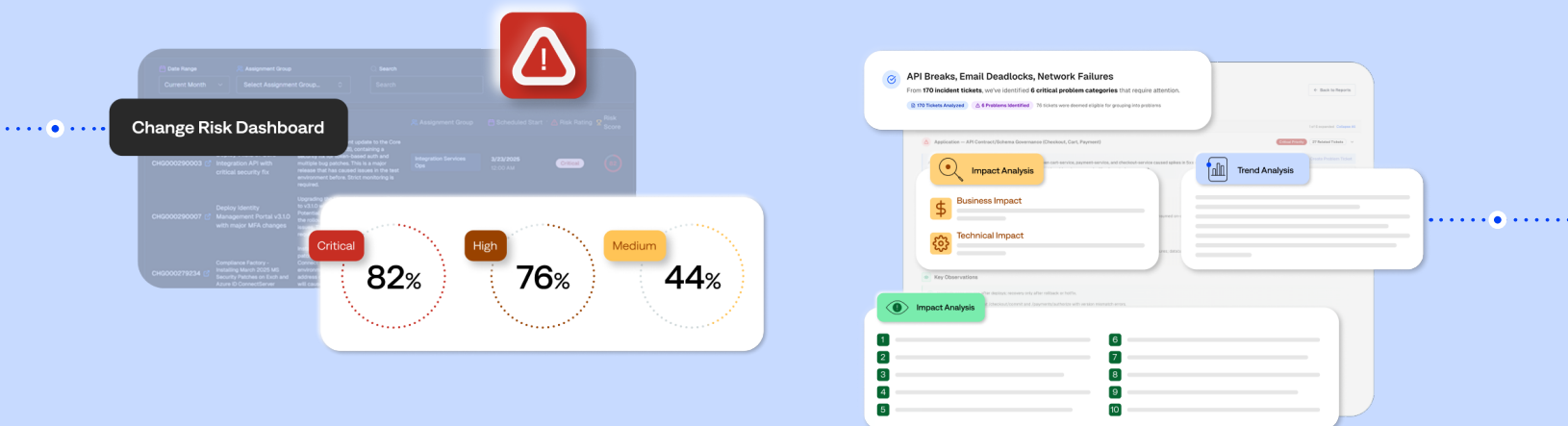
Determining the impact of changes before implementation is challenging. Changes frequently result in rollbacks and service disruptions.

Get a comprehensive summary of risks associated with proposed changes, a final risk score, and recommendations for proactive adjustments to prevent incidents.

Analytics and dashboards

Without a unified context, incident teams can't see the full impact of incidents, track trends, or pinpoint root causes, leading to recurring incidents and drained resources.

Give decision makers and business teams comprehensive dashboards that provide a holistic picture of your incident management program. This will help them make informed decisions to improve service reliability.



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