

Benefits



Proactive, preventative incident management.

Predict service impact based on historical context, change data, and real-time signals. Detect early warnings, take preventative action, and shift from reactive firefighting to proactive operations.



Continuously learn from every interaction.

As new signals, incidents, and human feedback are captured, the IT Knowledge Graph continuously evolves to keep ITOps adaptive, resilient, and business-aligned.



Intelligent, adaptive automation.

Move beyond brittle, rule-based workflows. Enable AI agents to learn, adapt, and automate actions based on live context.



Increase operational productivity.

Eliminate duplicative, manual work. Agentically detect and resolve incidents and use AI to accelerate human troubleshooting activities.

Get started with BigPanda IT Knowledge Graph.

[Request a demo](#)

The BigPanda IT Knowledge Graph

Gain an intelligent model of your IT environment to evolve from reactive IT operations to proactive, agentic AI-powered decisions.

Enterprise IT environments are fragmented. Teams, tools, and data are siloed, forcing internal and external response groups to act independently, frequently without visibility into what others are doing. Critical insights and organizational knowledge are trapped across disconnected systems and locked in peoples' heads. As a result, enterprises struggle with duplicate work, delayed responses, and missed opportunities for automation.

Without a unified view of their environment, teams waste time hunting for information instead of resolving issues. And without access to trusted, real-time knowledge, AI and human agents can't take decisive action.



IT blind spots and fragmented systems.

Static CMBDs and disconnected observability, ITSM, and change tools operate with little to no integration. Response teams work in isolation, and have to manually correlate fragmented data to coordinate response.



Trapped organizational knowledge and data.

Essential procedural and protocol knowledge for incident response is buried in fragmented tools and individuals' minds, rather than being formally documented. It's resource-intensive to manually find the right information during incident response, stifling the scalability of operations teams.



Inadequate business context hinders prioritization.

Incident prioritization often happens in a vacuum, without insight into what applications, services, or customer experiences are impacted. L1 teams are forced to treat all incidents with equal urgency or rely on institutional knowledge to guess their impact. This leads to wasted effort on low-priority issues while high-impact problems go unnoticed.

Why BigPanda

To move fast and scale incident response, IT teams don't need more data—they need *living intelligence*. The BigPanda IT Knowledge Graph transforms IT operational data, institutional knowledge, and human insights into a dynamic and intelligent model of complex IT environments. As new signals, incidents, and human feedback emerge, the IT Knowledge Graph adapts to changing conditions, bridging the gaps between tools, teams, and knowledge. This unified intelligence gives AI agents and IT teams the confidence to predict, prevent, and agentically automate incident workflows, and evolve to meet changing business and technology requirements.

Eliminate blind spots and missed signals.

Combine machine data and human knowledge to gain an unprecedented understanding of your IT environment, including dependencies, changes, and interrelationships.

Scale expertise without adding headcount.

Capture and operationalize institutional knowledge across teams, tickets, and collaboration history. Enable internal and external L1s to work smarter, and AI agents to make accurate, context-aware decisions.



Prioritize actions based on business impact.

Correlate IT signals with business processes and reveal relationships between systems, services, and revenue impact. Eliminate the need to hard-code dependencies or rely on CMDBs to understand incident impact.

	Operational data	Institutional knowledge	AI sensing data
Challenge	Fragmented, underutilized IT operational data forces teams to work in isolation and manually assemble information to detect and respond to incidents.	Critical procedural and protocol knowledge about how to respond to incidents is buried across fragmented tools, teams, and organizational silos.	Unwritten, experience-based knowledge used to perform tasks, make decisions, and navigate processes remains undocumented.
Business value	Connect CMDB, observability, and change data with human knowledge to provide an unprecedented understanding of IT environments.	Capture and operationalize institutional knowledge across teams, tickets, and collaboration history to automate processes and improve the efficiency of internal and external L1s.	Learn from user interactions, process mining, and tacit knowledge to continuously update incomplete and outdated information and improve resilience and service availability.



Enhance situational awareness

“Not only can we see the alerts, but we can evaluate them using correlation that recognizes patterns, connects alerts, and leads to fewer incidents.”

Dan Bartram
Head of Automation and Monitoring
[Gamma Communications](#)



Gain critical visibility

“Centralizing our operations with BigPanda gave us a much earlier mean time to detection and a head start to resolve operational incidents.”

Alvin Smith
Vice President, Global Infrastructure and Operations
[IHG Hotels & Resorts](#)