

## Benefits

### ✓ Lower IT operations costs

Automate manual workflows and optimize tool usage to reduce OPEX while improving scale and efficiency.

### ✓ Reduce Business Risk

Predict and prevent incidents before they occur to protect revenue, uptime, and customer satisfaction.

### ✓ Accelerate Transformation

Unify data and streamline processes to modernize operations and drive faster innovation across the enterprise.

## Get started with the BigPanda agentic ITOps platform.

[Request a demo](#)

# BigPanda agentic ITOps platform

Empower IT operations with AI to reduce costs, mitigate risk, and accelerate transformation through unified detection, response, and prevention.

Reactive, human-driven IT operations (ITOps) workflows, where siloed teams manually detect, diagnose, and respond to incidents across disconnected tools, cost enterprises over US\$200 billion annually through in-house operations and outsourced managed service providers (MSPs). Despite significant investment in observability and ITSM, most organizations still struggle to scale effectively, with mounting operational costs and limited visibility into what truly drives performance.

### 🔗 Rising operational costs and inefficiency

Manual, repetitive work across incident detection, triage, and response drives up OPEX while delivering diminishing returns. Fragmented tools and redundant workflows limit scale and consume budgets that could fund innovation.

### 👤 Frequent, business-impacting incidents

Slow detection, incomplete context, and inconsistent response processes increase downtime and SLA breaches. The result is lost revenue, customer dissatisfaction, and growing risk exposure.

### ⚠️ Stalled modernization and poor risk visibility

Siloed data and inconsistent change risk assessments make it difficult for IT leaders to see what is truly happening in their environment. Teams spend valuable time firefighting instead of enabling transformation, leading to slower progress and missed opportunities.

## A better way to accelerate and automate workflows

BigPanda delivers agentic AI for ITOps, enabling enterprises to keep their digital services running through an AI-driven, autonomous system that quickly detects, investigates, responds to, and prevents incidents.

The BigPanda agentic ITOps platform optimizes operational efficiency with [AI Detection and Response](#) for L1 teams. It identifies early indicators of potential issues from internal and external observability tools and service desk insights, and automates real-time, contextual insights for confident first-contact response and reduced L2 escalations.

It also increases service reliability to help ensure optimal business service and application performance to protect and grow revenue. [AI Incident Assistant](#) streamlines collaboration across teams to keep stakeholders aligned and informed throughout the incident lifecycle, accelerating investigation and resolution.

For end-to-end incident lifecycle support, [AI Incident Prevention](#) detects and assesses high-risk changes with AI-powered change risk intelligence to stop change-related incidents before they happen. Automated change analysis enables proactive, scalable change governance and improves service reliability, while unlocking innovation.



### The BigPanda difference



#### Data visibility and understanding

The **BigPanda IT Knowledge Graph** unifies structured and unstructured data from observability, ITSM, collaboration, and change systems. It continuously learns relationships across these data sources, delivering the context and insights needed to detect, respond to, and prevent incidents faster.



#### Continuous improvements

With **BigPanda Unified Analytics**, IT leaders can track performance, identify recurring issues, and measure progress over time. Customizable, data-rich dashboards connect siloed processes and teams, enabling proactive optimization and ongoing efficiency gains.



#### Rapid value realization

BigPanda delivers measurable results quickly, helping enterprises achieve a 430% return on investment and a one-year payback period. Our structured onboarding and business value assessments accelerate time to impact, ensuring continuous cost savings and operational improvement.

## The BigPanda Platform

### AI Detection and Response

Automate L1 Operations

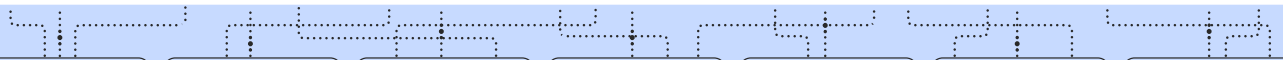
### AI Incident Assistant

Supercharge MIM, SRE, L2, L3

### AI Incident Prevention

Predict and prevent incidents

### IT Knowledge Graph



Internal Observability

External Observability

CMDB and Change

ITSM and Collaboration

Runbook and Knowledge Base

Service Desk

Informal Knowledge

### Leading enterprises trust BigPanda

