## Benefits

✓ **Proactively detect issues**

Identify early indicators of potential incidents and uncover whether individual issues are part of a broader problem.

✓ **Automate L1 workflows**

Enable faster response by using historical insights and root cause analysis (RCA) to instantly surface high-impact issues and automatically categorize, prioritize and diagnose incidents.

✓ **Accelerate response**

Confidently drive more first-contact resolutions with AI-powered actions tailored to the context of each incident—even as that incident evolves.

✓ **Streamline collaboration**

Keep stakeholders aligned by using the BigPanda AI Incident Assistant to automatically create incident channels, maintain live status summaries, and summarize post-mortem reports.

## Get started with the BigPanda agentic ITOps platform.

Request a demo

# BigPanda agentic ITOps platform

Leverage AI to automate IT detection, triage, and resolution, improving operational efficiency and reducing downtime and costs.

Reactive, human-driven IT operations (ITOps) workflows—where siloed teams manually detect, diagnose, and respond to incidents from external monitoring and observability tools and end-user complaints—can cost enterprises over US$200 billion annually through in-house operations and outsourced managed service providers (MSPs).

**Poor detection and visibility**

Despite significant investments in observability and ITOps headcount, many enterprises struggle to proactively detect issues and often learn of incidents from customers.

**Slow and inaccurate response**

IT blind spots and limited L1 experience make triage time-consuming and error-prone, leading to incorrect incident categorization and prioritization, unnecessary escalations, and missed service-level agreements (SLAs).

**Manual incident management**

To understand what's happening during an incident and why, incident management teams must coordinate with multiple support and escalation teams. This alignment process is often manual and time-consuming, leading to investigation delays and increased operational costs.

**IT knowledge loss and fragmentation**

Siloed teams and tools hinder collaboration, while the lack of shared operational context leads to duplicated efforts, triage bottlenecks, misguided actions, and unnecessary escalations.

## 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 detect, investigate, respond to, and prevent incidents.

The BigPanda agentic ITOps platform optimizes operational efficiency with BigPanda 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 and protect and grow revenue. It also streamlines collaboration across teams using AI Incident Assistance to keep stakeholders aligned and informed throughout the incident lifecycle, accelerating investigation and resolution.

### Leading enterprises trust BigPanda

labcorp   IHG HOTELS & RESORTS   LUCID   NYSE   PlayStation   UBS

# The BigPanda difference

**Data visibility and understanding**

The BigPanda IT Knowledge Graph builds a dynamic and intelligent understanding of your IT environment by continuously integrating operational data, institutional knowledge, and AI-driven data augmented with human insights.
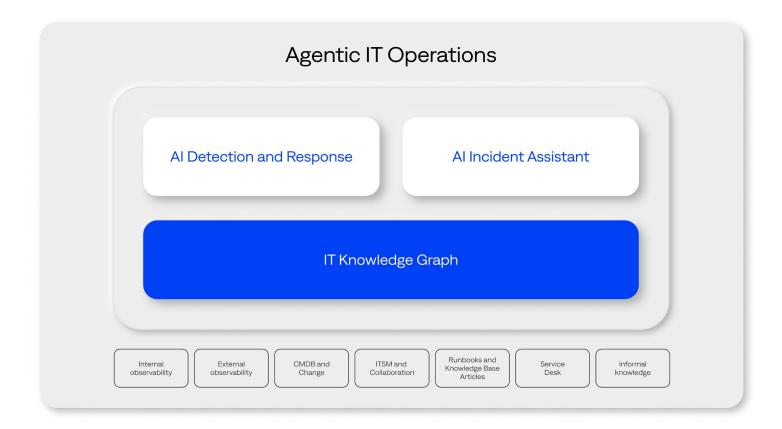
**Continuous improvements**

BigPanda Unified Analytics enables continuous improvement and collaboration across NOC, incident management, and observability teams by connecting fragmented processes and tools through customizable, data-rich dashboards.

**Rapid value realization**

BigPanda business value assessments use a structured, well-honed methodology to provide a proven path to value. They enable customers to quickly adopt features, measure progress, and realize the full potential of their BigPanda investment.

# Agentic IT Operations

AI Detection and Response

AI Incident Assistant

IT Knowledge Graph

| Internal observability | External observability | CMDB and Change | ITSM and Collaboration | Runbooks and Knowledge Base Articles | Service Desk | Informal knowledge |

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