

## Benefits



### Reduce manual workloads

Automate response with managed incident channels and accelerate investigation by using AI to analyze tools, data, and knowledge at scale.



### Reduce incident duration and frequency

Automate time-consuming tasks, involve the right teams from the start, and surface actionable insights to improve decision-making and accelerate resolution.



### Minimize customer impact

Surface evidence-based insights that allow responders to pinpoint root cause and take action to reduce SLA penalties and improve customer confidence.



### Prevent recurring issues

AI ensures valuable incident information, including responder actions, is consistently captured and accessible in documentation to strengthen future response and help prevent repeat issues.

**Get started  
with AI incident  
management  
from BigPanda.**

[Request a demo](#)

# Supercharge incident management teams with an AI assistant

Improve operational efficiency, accelerate resolution, and boost service reliability with agentic IT operations

Fragmented teams, tools, and data lead to manual and inconsistent IT incident management. This hinders automation, prevents efficient resolution, and leads to unnecessary escalations, overreliance on costly L2/L3 resources, and disruptive bridge calls. Without agentic ITOps, teams face serious challenges.



### Fragmented collaboration

Incident management teams are forced to collaborate across multiple support and escalation tiers aligned to siloed areas of the network, applications, and services. This messy, manual process slows investigation and increases operational costs.



### Inaccessible institutional knowledge

Critical procedural and protocol knowledge for incident response is buried and siloed, making it difficult to identify and apply remediation actions based on past incidents.



### Poor documentation and knowledge loss

Limited time and resources prevent consistent analysis and documentation of best practices in SOPs or knowledge base articles. This leads to the loss of critical data and informal knowledge and makes it difficult to learn from past incidents, adapt to evolving patterns, and avoid repeat failures.



### Unknown change risks

Changes are commonly the root cause of incidents. Without contextual insights from the infrastructure, incident managers can't anticipate change-related issues. This leads to frequent problems and a difficult troubleshooting environment where overlapping changes obscure root cause identification.

## How BigPanda can help

The BigPanda AI Incident Assistant automates manual incident management workflows and helps escalation teams quickly gain situational awareness. It analyzes real-time internal and external observability data, historical incidents, and informal knowledge to deliver actionable insights at every stage of the incident lifecycle.

AI Incident Assistant acts as a force multiplier to help IT teams improve operational efficiency and service reliability and reduce costs. Agentic AI minimizes the manual overhead associated with investigations to dramatically cut the mean time to knowledge. A team of AI agents deploys across observability tools to gather context and identify anomalies, impacted hosts and services, and potential root causes in real time.

AI-powered automation reduces incident duration and volume and enables faster, smarter, and lower-risk resolutions through evidence-based insights. L2 and L3 teams can focus on strategic, high-value work, empowering IT to meet customer and business demands, adhere to SLAs, and support innovation.



	Collaboration	Investigation	Automation
Challenge	Lack of incident context and incomplete resolution documentation make engaging the right team members difficult.	Critical knowledge for incident response is often undocumented and buried within chat channels or bridge call transcripts.	Subject matter experts are inundated with routine questions or escalations that distract them from higher-value, strategic work.
Business value	Agentic coordination automatically brings in the right teams, based on insights from historical incidents, so responders spend less time aligning and focus on resolving.	Accelerate incident investigation at scale with AI agents that gather and analyze relevant structured and unstructured context from across the IT organization.	Establish automated workflows to assist with troubleshooting and provide consistent, accurate information to frontline teams to improve first-contact resolution.

*“RCA and executive summaries have transformed our workflows. The BigPanda AI Incident Assistant is fast, reliable, and consistent. We are seeing **200% time savings** in RCA generation.”*

Director, Technical Support  
AI Incident Assistant Beta Program

*“The BigPanda AI Incident Assistant improves efficiency and ensures our incident workflows work better. On average, we **save 20-30 minutes per incident**, freeing time to focus on strategic initiatives and higher-value tasks.”*

Head of Product  
AI Incident Assistant Beta Program