

Benefits

- ✓ **Predict change risks**
Foresee the potential impact of changes by using AI that analyzes historical incident data and past change success/failure rates.
- ✓ **Prevent future incidents**
Leverage AI to identify patterns in recurring incidents and create proactive solutions that prevent incidents from happening again.
- ✓ **Empower responders with actionable context**
Automate the analysis and synthesis of all incident-related data to capture, operationalize, and apply lessons learned to prevent incidents and enhance agentic AI recommendations.
- ✓ **Automate post-mortems for proactive problem management**
Use generative AI (GenAI) to automatically generate comprehensive post-mortem reports that ensure consistent documentation of root causes, timelines, and actions taken.

Get started with BigPanda prevention intelligence.

[Request a demo](#)

Prevention intelligence

Proactively identify recurring issues and prevent incidents.

Many organizations struggle with reactive incident response, only addressing incidents after they impact their core services and operations. This cycle of constantly putting out fires drains valuable resources and slows down innovation. Proactively identifying and mitigating potential issues before they escalate is crucial for optimizing operational efficiency.

BigPanda prevention intelligence leverages artificial intelligence (AI) and machine learning (ML) to analyze data from various operational and external sources, predict potential problems, and enable teams to implement proactive solutions.

Changes are risky

Changes often lead to a high volume of incidents and costly outages. Change owners frequently lack visibility into the potential impact of new deployments. The absence of predictive data and actionable guidance leaves teams unprepared to anticipate and prevent change-related incidents.

Repeat issues drain resources

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.

Fragmented knowledge leads to delayed resolution

Critical operational knowledge, including past resolution and troubleshooting actions, often remains siloed across tools and team members. Standard operating procedures and runbooks are frequently incomplete and outdated, leaving L1 teams with limited access to historical context and proven solutions.

How BigPanda can help

BigPanda prevention intelligence empowers your IT teams to ensure service reliability by proactively preventing issues and gaining strategic insights.

By anticipating change-related risks through AI-powered analysis of historical data and proposed deployments, your teams can implement changes confidently, reducing the risk of costly outages or rollbacks.

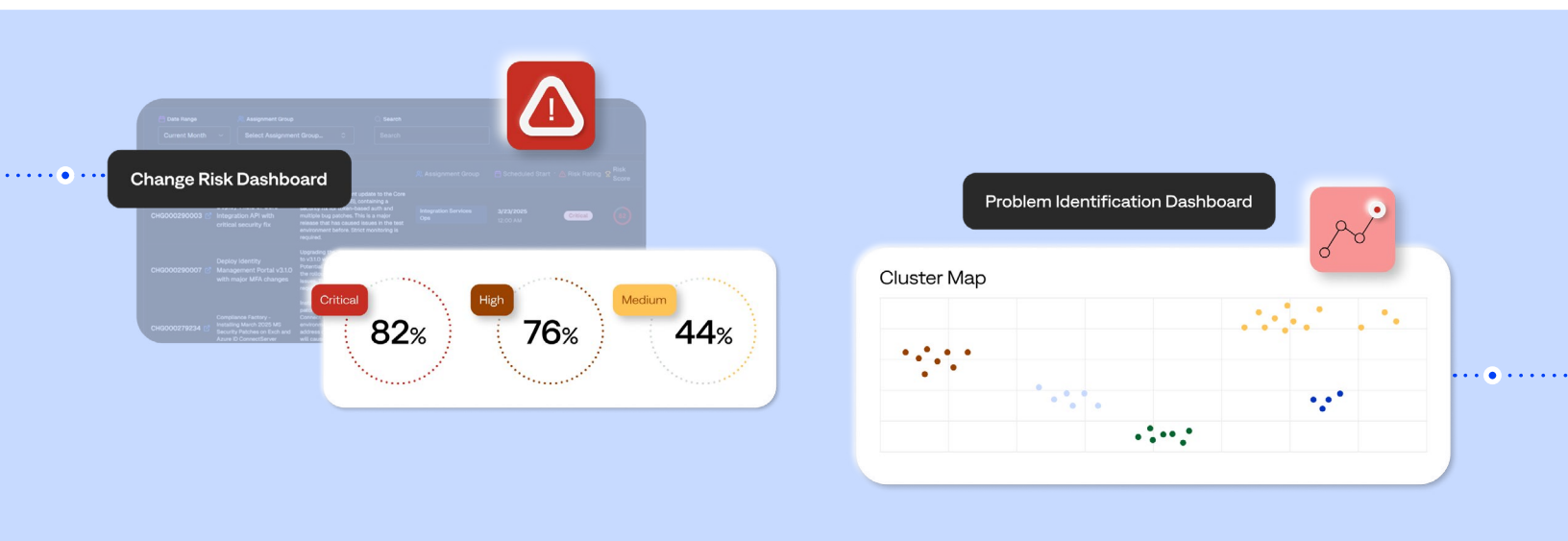
Prevention intelligence can transform how your teams address recurring issues. By automatically identifying underlying patterns and root causes across various incidents, problem and change managers can gain valuable insights to help implement effective, long-term solutions that eliminate repeat incidents.

Your teams can leverage prevention intelligence to foster a culture of continuous learning and improvement. Prevention intelligence automatically documents and applies lessons learned from past incidents into readily accessible knowledge bases, runbooks, and standard operating procedures.

Prevention intelligence enhances operational efficiency by providing incident teams with the context to devise and implement proactive solutions, thereby reducing recurring incidents.



	Problem identification dashboard	Change risk management	Knowledge augmentation
Challenge	Identifying recurring incidents and classifying them by standard criteria is time-consuming, especially when not all data is readily available.	Determining the impact of changes before implementation is challenging. Changes frequently result in rollbacks and service disruptions.	Incident teams operate in a highly reactive environment where new incidents occur continuously, meaning post-incident reports are deprioritized.
Solution and business value	Use AI insights to cluster recurring incidents and easily identify patterns and root causes, leading to preventative remediation solutions.	Get a comprehensive summary of risks associated with proposed changes, a final risk score, and recommendations for proactive adjustments to prevent incidents.	Automatically generate comprehensive post-mortems that include timelines, impact analysis, and actionable recommendations. Apply lessons learned from incidents to prevent future occurrences.



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