



### About the Customer

Endurance International Group serves millions of small businesses worldwide, delivering products and technology that power their customers' online web presence, email marketing, mobile business solutions and more. The Endurance family of brands includes Constant Contact, Bluehost, HostGator, Domain.com and SiteBuilder, among others.

### Tools integrated

Amazon CloudWatch, Jira, Nagios, New Relic, NinjaRMM, Pingdom, Site24x7, Splunk, Zabbix

### The Results



## Endurance Maximizes Automation, Operational Efficiency and Actionable Intelligence

In their efforts to manage and support their environment, Endurance operations teams were being hampered by excessive alert volumes and noise, while lacking the actionable intelligence they needed. To address these challenges, the team at Endurance adopted the BigPanda Autonomous Operations (AO) Platform.

“ *With the BigPanda Autonomous Operations Platform, we perform incident management in an autonomous way. Using the platform's Unified Analytics, we make informed and compelling recommendations as to the steps we and other teams throughout the organization can take to avoid future issues and improve overall performance.* ”

**Samuel Pereira,**  
Director of Technical Integration

### Ensuring Optimal Service Levels while Battling Alert Noise

On a 24x7 basis, customers count on Endurance for their communications and their very livelihoods, which means it is vital that the company's operations always deliver continuous availability and high performance. Chartered with running an IT environment that includes more than 40,000 servers, Endurance's operations team represents the front line of defense in guarding against performance issues and service disruption. In their efforts to manage and support their environment, these teams were being hampered by their disparate set of monitoring tools, which were generating excessive alert volumes, while failing to deliver actionable intelligence.

## BigPanda Delivers Autonomous Operations, Actionable Insights

### Autonomous Incident Detection

To address these challenges, the team at Endurance adopted the BigPanda Autonomous Operations Platform. By employing the BigPanda Autonomous Operations Platform, Pereira and his team can establish autonomous incident detection. Once the Open Box Machine Learning engine has detected incidents worthy of attention, the platform's LØ layer helps level-1 operators manage their investigation efforts.

The team at Endurance has also integrated the BigPanda Autonomous Operations Platform with an orchestration tool. When rich intelligence from the platform is fed into the orchestration tool, it can process the run book established and implement automated remediation tasks to resolve the issue. If the issue isn't resolved, the BigPanda Autonomous Operations Platform adds intelligence to the incident, detailing the specific tasks undertaken, so operators don't have to repeat these steps when they start remediation.

### Dashboards Boost Collaboration

The BigPanda AO Platform's Unified Console delivers a real-time incident management interface that streamlines and accelerates the work of IT operations teams. The console supports real-time troubleshooting and historical root cause analysis, delivering a wealth of actionable intelligence for the team at Endurance. The solution populates dashboards that are displayed in the network operations center (NOC), where staff can gain a current, intuitive view of the environment's status. With the BigPanda platform, alerts can be correlated, categorized and automatically routed among various team members, based on rich intelligence.

When critical incidents arise, the interface makes it easy for multiple team members to get information, share insights and take corrective actions. A number of dashboards also help managers develop and refine best practices, and instantly share them with teams across the organization.

## Optimizing Staff Productivity, Automation and Decision Making

### Optimized Autonomous Operations

Now, Endurance managers can track total alerts by team, how many incidents each engineer has addressed and so on. By harnessing these insights, the team can continue to make incremental improvements in incident escalation and staff workflows, which boosts efficiency and productivity.

With the platform, the operations team can harness the intelligence and the capabilities needed to fully capitalize on opportunities for establishing Autonomous Operations, fueling optimized cost efficiency and staff utilization.

### Refined, Data-Driven Decision Making

By leveraging the BigPanda AO Platform, managers can assess how many alerts are valid, how many are automatically resolved, how many represent alert noise and more. This intelligence provides vital insights for optimizing and managing operations and infrastructure.

The platform provides a wealth of objective data that arms managers throughout the organization with insights they need to make more informed decisions, including in staff utilization, infrastructure configuration and technology investments.