

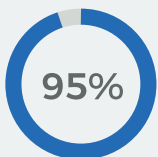
About the Customer

Based in the U.S., a large semiconductor manufacturer has been at the forefront of computing's advancements. The company has tens of thousands of employees, who operate out of facilities located across the globe.

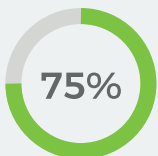
Tools Integrated

CA Spectrum, Microsoft SCOM, NewRelic, ServiceNow ITSM & CMDB, ThousandEyes and several in-house developed tools

The Results



Level 1 operators now resolve 95 percent of incidents, freeing up senior resources



Number of tickets created in ServiceNow reduced by 75 percent



Established central management of more than 200,000 nodes across 3 global data centers

Semiconductor Giant Deploys BigPanda To Improve NOC Productivity and Resolution

One of the world's largest semiconductor firms had undertaken an extensive number of digital transformation initiatives, and its IT operations had expanded to achieve massive scale. In the wake of this growth, the IT operations team was contending with a continuous onslaught of millions of alerts. In order to move away from time-consuming, manual incident management efforts, the organization sought to automate incident detection and remediation. After an extensive evaluation of the alternatives available, the team chose the BigPanda Autonomous Operations (AO) Platform.

“ One of my favorite aspects of the BigPanda AO Platform is that its machine learning automatically creates correlation patterns instead of us having to manually build a bunch of rules. With BigPanda, we've enhanced accuracy and can adapt faster to changes. Plus, we are spending a lot less time and money on maintaining correlation logic. Other alternatives don't offer a any autonomous functions like BigPanda does. ”

NOC Monitoring Architect

BigPanda AO Platform Rises to the Top After Extensive Tools Assessment

The service operations team realized that the only way they could support the business' digital transformation, while managing ongoing operations effectively, was to begin automating their incident management workflows. The team went through an extensive assessment of the tools available. Through the evaluation, they found that the BigPanda AO Platform provided several advantages over the alternatives, offering lower total cost of ownership, faster time to value, greater ease of use and accelerated incident resolution.

Flexible Machine Learning Optimizes Incident Management



Machine Learning, Autonomous Detection

The BigPanda Autonomous Operations Platform offers Open Box Machine Learning that fuels intelligent incident correlation, which was a key differentiator. Given the static, rules-based approaches of other alternatives, the service operations team would have had to undertake a long and expensive effort to manually build a very large and complex set of rules, and to maintain these rules indefinitely. With the BigPanda Autonomous Operations Platform, Open Box Machine Learning delivers autonomous incident detection, and it enables continuous, ongoing enhancements that help ensure incident management intelligence stays aligned with their evolving operations.



Powering Efficient Remediation

The BigPanda Autonomous Operations Platform is much easier to use than other tools that offered static, rules-based approaches. The BigPanda Autonomous Operations Platform offers an Operations Console that speeds incident management. Plus, the platform's machine learning engine constantly monitors alert streams and identifies new correlation enhancements. The platform's Open Box approach means that once new patterns are identified, they are immediately presented to administrators. These patterns are presented through an intuitive, easy-to-use interface. Through this interface, administrators can preview, edit and test. When desired, administrators can push approved patterns into production with a click of a mouse.

Enhanced Intelligence Fuels Efficiency and Optimal Service Levels



Lower Total Cost of Ownership

Through its tools analyses, the service operations team found that the BigPanda Autonomous Operations Platform offered significantly lower total cost of ownership. With their prior management platform, they had to make extensive investments to contract with their vendor's professional services team in order to build and maintain their correlation rules. With the BigPanda AO Platform's open box machine learning, it is easy for internal team members to ensure that correlation rules are continuously optimized. Instead of having to pay large professional services fees, the team now enjoys consistent subscription pricing—with no unexpected charges.



Faster Time to Value

The BigPanda Autonomous Operations Platform features an open integration hub, which enables customers to ingest data from a wide range of tools. Now, through a central interface, the team can manage more than 200,000 nodes across their globally distributed environment. The platform's capabilities for autonomous detection have enabled the team to reduce the number of tickets created in ServiceNow by 75 percent. Further, the platform's ability to deliver targeted alerts and rich intelligence enables level 1 operators to resolve 95 percent of tickets, freeing senior engineers to focus on more strategic efforts.