



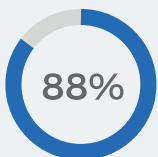
About the Customer

A leading provider of cloud-based ERP business software had achieved consistent levels of growth, ultimately serving some of the largest enterprises and government agencies around the world. The company runs large-scale IT operations that support a global customer base on a 24/7 basis.

Tools Integrated

Amazon CloudWatch, Jira Service Desk, Nagios, Sensu, Slack, Wavefront, Splunk

The Results



Autonomous incident detection and machine learning deliver an 88 percent correlation rate



35 separate integrations with monitoring, ticketing and collaboration tools



More than 141,000 nodes distributed globally

Software Vendor Employs BigPanda to Optimize Incident Management

This software vendor delivers business-critical, cloud-based ERP applications to customers globally, where maximum performance and reliability is a vital requirement. For the company's IT Operations team, maintaining service levels was a growing challenge. Having to sift through 100,000s of alerts each week, the team needed to establish more intelligent automation of its incident management workflow. That's why they turned to the BigPanda Autonomous Operations (AO) Platform.

“ Our global customers rely on our cloud applications to deliver critical business services, so they need them to be available and high performing at all times. The BigPanda AO Platform has eliminated the manual effort and complexity of monitoring IT incidents across our infrastructure environment. Level-1 responders in our operations center no longer have to parse 100,000s of events. With escalated incidents, our engineers all get the insight and intelligence they need to resolve issues quickly. BigPanda makes our entire team more efficient and effective. ”

Director, Operations Center

Massive Alert Volumes and Manual Effort Stifled Team Productivity

Through its high-value applications and quality services, a software vendor had achieved constantly high customer satisfaction rankings and customer retention. To sustain this level of excellence, it's critical that the company's IT operations team continues to meet or exceed service level agreements. To do so, the company must deliver reliable, rewarding SaaS experiences to customers around the globe. Meeting this mandate had become increasingly challenging for the IT operations team, which is tasked with monitoring performance issues across servers located in several data centers worldwide.

Enriching IT Incidents with Actionable Intelligence

Trying Stay on Top of 500,000 Events

To manage its large, complex environment, IT operations relies on several disparate monitoring tools. Given the company's tools and the scope of its environment, operations were receiving up to 500,000 weekly events. Even planned maintenance generated blizzards of unnecessary, redundant alerts.

Sifting through these massive alert volumes had become a huge ongoing effort. Level-1 operators struggled with manual tasks, such as creating individual service tickets whenever an issue was escalated. Staff in the operations center found it difficult to keep up. The organization needed to modernize their approach by using intelligent automation to both cut costs and speed resolution times.

Maximizing Staff Productivity

The company's operations team turned to the BigPanda AO Platform to boost staff efficiency and productivity. The operations center now uses the platform's Unified Console to monitor and manage all applications, services and infrastructure. The solution supports granular, role-based access so each user only views incidents aligned with their specific roles and responsibilities.

The team selected the BigPanda AO Platform because it's the only solution that allows machine learning correlation patterns to be previewed, edited and tested before running in production. The BigPanda AO Platform is processing more than 500,000 alerts each week. The platform delivers a compression rate nearing 85 percent, which means Level-1 operators review fewer and more actionable incidents each week.

Operational Analytics Optimize Staff Efficiency and Speed MTTR

Integrations Fuels Enhanced Collaboration

The BigPanda AO Platform features an open integration hub, which enables customers to ingest data from monitoring tools, Configuration Management Databases (CMDBs) and more. In addition, it makes it easy for customers to share incident management intelligence with collaboration and management tools.

With the BigPanda AO Platform's integration with Jira Service Desk, incidents can be triaged, fixed or automatically escalated to next-level responders. Integration with Slack helps automatically create a new channel for each incident, along with contextual links to BigPanda and Jira. This enables operations teams to collaborate more easily on incident resolution.

Optimizing Incident Workflows

Since deploying the BigPanda AO Platform, the operations team has optimized its incident life cycle workflows. Creation of service tickets is automatic, saving time and effort. BigPanda adds contextual information, such as change and runbook data, to clustered incidents, so root cause is easier to determine. Not only does this streamline investigation and escalation, but it significantly accelerates time-to-resolution when issues arise.

Eventually, the BigPanda AO Platform will be scaled up to serve more than 900 users. BigPanda has proven that it not only eliminates alert noise but also delivers real-time intelligence. As a result, the operations center is helping to ensure that the company's customer satisfaction ratings remain sky-high.