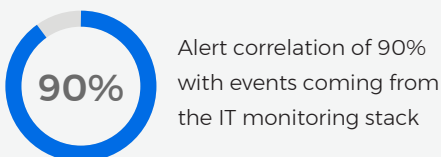News Corp

About the Customer

News Corp is a global, diversified media and information services company focused on creating and distributing authoritative and engaging content to consumers throughout the world. The company has assets across a range of media including news and information services, book publishing, digital real estate services, and cable network programming and pay-TV distribution in Australia. With headquarters in New York City, News Corp operates primarily in the United States, Australia and the United Kingdom, and its content is distributed and consumed.

Tools integrated

Jira, New Relic, Nagios, Pingdom, Splunk

The Results

90% — Alert correlation of 90% with events coming from the IT monitoring stack

50% — Achieved 50 percent reduction in mean time to resolution

24 — 24 separate integrations with monitoring, ticketing and collaboration tools

News Corp Reduces Alert Noise by more than 90% with BigPanda

After struggling to try and keep pace with thousands of alerts every month, the operations team at News Corp knew they needed to find a better way. They sought to find a solution that would address two key objectives: unify the visibility of all monitoring alerts and correlate alerts into actionable incidents. By deploying the BigPanda Autonomous Operations (AO) platform, the organization was able to achieve these key objectives, and much more.

> *It was impossible to effectively manage the 15,000 alerts per month we were receiving from our various monitoring tools—and it simply wasn't feasible in the long run. We had originally planned to build an internal solution, but the BigPanda AO platform addressed our entire wish list and more. The BigPanda AO platform streamlines our monitoring process by separating signal from the noise.*

Kevin Johnson,
VP Cloud and Application Operations

Struggling to Manage 15,000 Alerts per Month

News Corp had used a variety of monitoring tools, including New Relic, Nagios, Pingdom and Splunk. While these tools allowed the company to gain granular visibility into various parts of their production environments, they also produced a flood of fragmented and noisy alerts—regularly between 10,000 to 15,000 per month—that the IT operations team needed to manually investigate, triage and resolve. As the team struggled to keep up with the growing volume of alerts, it became clear that this approach was simply not sustainable in the long run.

Leveraging Unified Visibility and Correlation

⚙ Looking for a Better Way

The IT operations team at News Corp sought to find a better way to manage alerts and services. The team had two key goals: First, they were looking to establish a unified console that could be used to manage all monitoring alerts. Second, they wanted to correlate alerts so they could work with high-level incidents that were easier for operators to detect and investigate.

⏱ Delivering Fast Deployment, Value

The team initially considered building an in-house solution, but then sought to determine whether a commercial offering may be available that fit their needs. With the BigPanda Autonomous Operations (AO) Platform, the company was able to deploy a centralized monitoring strategy that delivered fast results, and saved them years of internal development and ongoing maintenance. Within a few weeks, the BigPanda AO Platform was instrumental in reducing alert noise by 90 percent and created meaningful and actionable incidents.

Machine Learning Fuels Autonomous Incident Detection

▯ Open Box Approach Offers Control

It was critical for the team at News Corp to quickly understand how alerts from various monitoring systems were related, and have the ability to view and manage them from a Unified Console. The BigPanda AO Platform solidly addresses these requirements. The platform offers autonomous incident detection by employing Open Box Machine Learning in the correlation phase. In addition, on a continuous basis, the machine learning engine monitors alert streams and suggests interesting patterns that may improve correlation.

Unlike other offerings, the unique BigPanda Open Box Machine Learning technology takes an "Open Box" approach to machine learning and provides complete transparency into what's going on. What this means is that once new patterns are identified, they are immediately presented to administrators. These patterns are presented through an intuitive, easily understandable interface. Through this interface, administrators can review, reject or manually customize patterns. When desired, administrators can activate new patterns with the click of a mouse.

▭ Easy Integration, Quality Support

The BigPanda AO Platform is now the center of the global media leader's monitoring strategy. Deployment was quick and easy, and insights were available almost immediately. The platform's Open Integration Hub offers ready-to-use connectors and user-friendly APIs that enable easy integrations into monitoring, ticketing and collaboration tools. The Open Integration Hub enables customers to ingest data from almost any source, including Configuration Management Databases (CMDBs), Change Management tools and more. In addition, the platform enables users to share incident management intelligence with collaboration and management tools.

BigPanda's consolidated dashboard and strong correlation of raw alerts to related incidents allows News Corp to quickly separate signal from noise. Users report that the high-touch support and quality of BigPanda's account team is unparalleled, and cite the helpfulness of quarterly review calls in providing forum to review progress and offer feedback.