BigPanda

BigPanda empowers IT Ops and prevents outages

How Event Correlation and Automation, powered by AIOps, turns data into insights and action

Enterprises must deliver extraordinary experiences for customers, employees and partners. To do so, IT Ops, NOC, DevOps and SRE teams at the front line must assure the performance and availability of critical applications and services that power digital business.

Learn how BigPanda helps.

BigPanda

The solution for overwhelmed IT Ops teams

BigPanda is the market leader in Event Correlation and Automation, powered by AIOps. Fortune 1000 companies trust BigPanda to help them reduce operational costs, improve performance and availability, and increase business velocity.

Reduce operational costs

Prevent outages, reduce escalations and consolidate or eliminate tools that are not providing value in the incident management lifecycle.

Improve performance and availability

Reduce IT noise, detect and resolve incidents faster, reduce downtime and automate incident response.

Increase business velocity

Streamline collaboration, help L1 teams handle more incidents and free up high-value resources to work on valuable business initiatives.

BigPanda customers are the heroes of IT Ops who keep their IT environments running more smoothly and cost-effectively.

Here are some of their stories.

> "Enabling gamers with a better experience means they'll play more, buy more product, give positive reviews and build the brand. Branding and gaming experience are everything."

PRIMARY REASONS FOR BIGPANDA

Open Box Machine Learning

Enterprise-class integrations

Operational analytics and reporting

SaaS-native platform

No experts required

Rapid time-to-value

Lifetime success partnership

Support for existing tools and processes

CUSTOMER SUCCESS FACTORS

Reduced mean time to detection / investigation / resolution

Auto-remediation of incidents

Reduced alert and ticket noise

Reduced outages and downtime

Operationalized tribal knowledge

Improved visibility and measurability

Reduced incident escalation rates

Increased efficiency to foster growth

An online gaming leader eliminates ten hours of resolution time per incident, increasing uptime

Online gamers demand a glitch-free, high-performing experience, which providers must deliver consistently to earn their loyalty. To deliver that experience, enterprises must use machine learning to consolidate and correlate alert data from the massive underlying infrastructure—globally distributed server farms to network devices to various other sources of machine data—into actionable incidents.

BigPanda recently enabled the IT Ops team at a global gaming company with visibility and control over that entire process, to help them deliver and ensure a superior player experience.

Reduced P3-P5 MTTR by

79%

Before BigPanda:
Limited flexibility and visibility

The IT Ops team was frustrated by their inability to explore, configure or tweak the non-deterministic machine learning in its previous event management solution. Haphazard, poor-quality correlation and frequent alert storms dragged down their daily work.

They also struggled with the solution's rigid workflows and non-intuitive processes. With a signal-to-noise ratio just over 25%, poor correlation and limited operator control, it seemed the tool was creating more trouble than value. They called BigPanda.

The solution:
Rapid re-imagining of IT Ops

In just a few hours, one of the gaming company's engineers integrated their core monitoring pipeline with BigPanda. On the first day, the same engineer set up integrations that had taken years to do with their legacy platform.

While running BigPanda side-by-side with the old solution for ten days during the Proof of Value stage, dozens of engineers agreed to adopt BigPanda as their tool of choice then and there.

The outcome:
Less noise and streamlined incident resolution

Within the first 30 days, the Global NOC and IT Ops teams achieved a 99.9% compression rate. More importantly, they improved their signal-to-noise ratio from just over 25% to more than 75% within two quarters. The team also reduced mean time to resolution (MTTR) for P3-P5 incidents by 79%, from 793 minutes to 166 minutes. In the process, they improved internal user and external gamer satisfaction, brand loyalty and their ability to meet SLAs.

Reduced Mean Time to Resolution by

50%

Cybersecurity organization reduces incident volume 98% a month, beats SLAs

Providing cybersecurity as a service leaves no room for anything less than rock-solid dependability. It's critical to resolve incidents seamlessly and quickly, without impacts to end-customer services.

**Before BigPanda:
Rising time-to-resolution as incidents proliferate**

In the face of 30,000 incidents per month and runaway costs that interfered with growth, operators struggled to decipher raw alert data and detect incidents in time. Mean time to resolution (MTTR) suffered.

**The solution:
Integrating AIOps with existing tools and processes**

BigPanda correlates alerts into high-level incidents that are automatically mapped to Jira tickets. BigPanda's Open Box Machine Learning gives the IT Ops team unprecedented visibility and control over the ML-generated correlation logic.

**The outcome:
Incident automation that protects customer security**

With BigPanda, the security provider reduced MTTR by 50%, reducing the frequency and duration of outages, enabling new efficiencies and improving adherence to SLAs. Improved IT Ops has proven to be a growth driver, as the team handles new customers without missing a beat.

> Thanks to BigPanda, incident volume is down about 98% per month. We can now spend more time doing root cause analysis to prevent the same issues from recurring."

> "The Level-0 IT Ops layer auto-remediates 40% of incidents, leveraging operators' tribal knowledge to execute automated playbooks.

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Global IPTV provider boasts under four-minute Mean Time to Awareness, a world-class standard

There is exploding demand for service providers who deliver live TV over the internet, but changing the industry demands flawless delivery for can't-miss events.

After a service interruption during a major live event, the service provider vowed, "never again," and Big Panda is helping to guarantee it.

Reduced Mean Time to Maintain by more than

60%

Before BigPanda:
IT Ops ready for prime time?

Siloed tools and organizations for video-on-demand, broadcast and network operations made it a challenge to wrangle tens of thousands of alerts every day, while a collection of largely homegrown tools and a rudimentary CMDB limited visibility and context.

The result was often all-hands-on-deck, 18-hour days to restore services. It was common for dozens of teams to be brought in for a critical incident, eventually to discover that many or most of them didn't need to be involved after all.

The solution:
Unified, streamlined IT Ops

With BigPanda's help, the NOC gained the ability to consolidate, normalize, enrich and correlate data from all its siloed tools. The company's IT Ops teams' workflows and processes are also now unified, creating efficiencies that make everyone's jobs easier. Mean time to mitigate (MTTM) has been reduced more than 60%, from 102 minutes to 40 minutes. Mean Time to Awareness (MTTA) is world-class at 3.5 minutes.

The outcome:
Awesomeness that welcomes change

Reduced impacts from IT incidents help prepare the media provider to adapt and thrive in the face of constant change, with more efficient operations that help drive growth in a broadening international service area. The partnership extends to impacting the BigPanda feature roadmap through the Customer Advisory Board.

The ongoing spirit of the provider's relationship to BigPanda can be summed up in the nickname that the head of Broadcast Ops coined: *BigAwesome.*

E-commerce company prevents outages, saves over half a million dollars a day

The path to revenue for an e-commerce company is its online presence, so it must do everything it can to maximize uptime; it's essential to take a proactive, preventive approach that can minimize impacts of critical incidents.

**Before BigPanda:
A noisy NOC with drawn-out incidents**

The IT operations organization was overwhelmed by the noise of 1.75M alerts every month, which interfered with timely incident detection and resolution, opening the company to outages that resulted in lost revenue.

**The solution:
Rapid detection and response**

BigPanda ingests the torrent of data and provides operational analytics to detect 89.8% of high-priority and critical events as they arise, before they impact the online customer experience.

**The outcome:
Enhanced visibility and responsiveness**

In a side-by-side comparison with the e-commerce site's previous incident management system, BigPanda reduced mean time to know (MTTK) by 75%, mean time to resolution (MTTR) by 80% and mean time to detection (MTTD) by 90%, protecting sales and serving customers better.

> **"**
>
> Overwhelmed by alerts in its pre-BigPanda era, the IT operations team manipulated thresholds and suppressed alerts to cope with the noise, inadvertently obscuring a recurring outage.
>
> BigPanda proactively detected the outage about 15 minutes before it would have occurred, preventing interference with $685K in business every day."

> "If you'd told me a year ago that I would have a NOC that worked from home, I'd have told you that you were out of your mind. That was before senior management called the NOC team leader on a Sunday night and told him to have the whole staff working from home within 24 hours because of COVID-19. It was a total success."

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Online gaming company avoids downtime costs of $150K per minute, achieving 99.99% uptime

In the online gaming industry, player experience is so critical that it permeates everything. Making the improvement of player experience its mantra, this gaming network is focused on putting tools, techniques and processes in place that help guarantee it.

BigPanda plays a big role in helping the network deliver for their players.

Achieved

99.99%
uptime

Before BigPanda:
With success comes complexity

It's a familiar pattern: the game network's success made its environment more complex. The NOC routinely turned to six separate teams for the data it needed to detect, investigate and resolve issues, which extended service disruptions.

Outages and performance degradations resulted in average losses of about $29K per minute, up to as much as $150K per minute during a major event such as a game launch.

The solution:
Machine intelligence to lighten the load

Embracing AIOps, the gaming network drives automation using BigPanda's Open Box Machine Learning technology. BigPanda also lets it tap into tribal knowledge from the IT Ops team, helping it eliminate repetitive tasks. Floods of unactionable alerts are largely a thing of the past, even during regular maintenance where they used to be a recurring problem. Insights and efficiencies help teams focus their efforts where they have maximum impact.

The outcome:
Efficient operations and great player experience

BigPanda's champion sold upper management early on the idea of an autonomous Level-0 layer as a digital first responder. Adding an autonomous layer to the NOC automates 24/7/365 workflows, for a more efficient IT Ops organization that supports faster incident response and resolution, and achieved 99.99% uptime within the first few months.

The overall result is to enable smoother, more efficient operations and an excellent player experience, which is central to growing the subscriber base.

Visionary retailer digitizes shopping experience without increasing IT Ops costs or risks

The retail industry is in transition, with a mandate to digitize the shopping experience using personalized marketing, analytics and mobility based on cutting-edge technologies such as cloud-native platforms and machine learning.

Before BigPanda:
Dreaming of effective AI

As its Netcool contract neared its end, this retailer was looking for a path to integrate explainable, trustworthy, and proven machine learning to gain visibility and control over its cloud-native IT operations.

The solution:
Flexible, controllable AI/ML

BigPanda's Open Box Machine Learning technology provided the retailer the flexibility and control to support their apps and services as they migrated to Google Cloud Platform. On top of that, the rapid BigPanda deployment cycle gave the retailer the confidence to retire Netcool well ahead of schedule.

The outcome:
Future-ready e-commerce

BigPanda helped the IT Ops team become a full partner in supporting the retailer's journey to being a cloud-native digital retailer. The transparency inherent to Open Box Machine Learning underpinned trust, which underpinned adoption, which underpinned value.

During the COVID-19 epidemic, the retailer shuttered its physical stores, furloughed much of its staff and canceled or suspended almost all IT projects.

A VP of Application Service Delivery made the case to senior management that the BigPanda implementation should proceed.

BigPanda enabled IT Ops in its new work-from-home reality with single pane-of-glass visibility and control.

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> "There hasn't been any impact on productivity [from COVID-19]. Our teams were able to turn on a dime and make the shift from working in the office to working at home."

Insurance provider automates incident triage eliminating manual creation of 2000 tickets and saving 166 FTE hours weekly

This insurance carrier stakes its brand, culture and business on being stalwart, stable and utterly dependable. To support that vision at a systems level, the company needed to step up visibility, increase automation and break down operational siloes.

BigPanda arrived just in time.

Saved

166
**hours / week
of staff time**

**Before BigPanda:
Craving unity in a siloed world**

Applications and systems had grown organically over the years, creating siloed teams, infrastructure and tools. The organization also relied on informal, tribal knowledge by operators instead of formal best practices that could be shared effectively. These shortcomings led to lost revenue and reputation damage from outages. It also delayed capital engineering projects because of interruptions to senior staff from excessive escalation of incidents.

**The solution:
Evolution to a modern, automated posture**

BigPanda has modernized and improved the company's event correlation and incident management environment with capabilities such as automation, machine learning and a robust, future-proofed integration hub.

Automating incident triage alone eliminated the need for human operators to manually create 2000 tickets weekly, saving 166 hours every week, or the equivalent of four full-time staff.

**The outcome:
A network as solid as the company itself**

The BigPanda platform has helped make the insurance provider's IT Ops team more efficient and effective, such as when they seamlessly increased VPN capacity to 120,000 concurrent users when everyone started working from home during COVID-19.

Their unflappability is captured in a quote from upper management: "This experience didn't define who we are. It revealed who we are."

Software provider uses automation to cut nearly 52,000 alerts into manageable number of correlated incidents

As a software maker responded to a massive influx of usage during the COVID-19 pandemic, it became massively understaffed overnight. At a time when hiring was almost out of the question, BigPanda proved to be the key ingredient to scaling up capabilities with technology instead of headcount.

Before BigPanda:
Looking in many directions at once

Network capacity had to be increased by 10x practically overnight, as massive numbers of employees globally started working from home. The shift also drove up the volume of alerts coming into the NOC, straining the team's ability to keep up. The situation was made more difficult by the need to juggle four different monitoring tools as they investigated incidents.

The solution:
A faster path to understanding

As IT Ops struggled to identify an incident, the company's Director of Global Infrastructure became curious about how BigPanda—which was not yet in production—would stack up. He was able to generate an insight-rich, holistic picture of the incident within three minutes using BigPanda, compared to 20 minutes for the legacy toolset.

The outcome:
Partnership built to last

BigPanda has become an indispensable part of operations at the company. In fact, over a 90-day period in early 2020, it used BigPanda to transform 51,900 alerts into 13,300 incidents, achieving a 74% average compression rate and a maximum daily correlation rate of 91%.

BigPanda accelerates resolution times in part by aggregating and correlating alerts from four separate monitoring tools into a single console.

Improvements to workflow, alert compression and correlation help the software maker scale up using technology, not headcount.
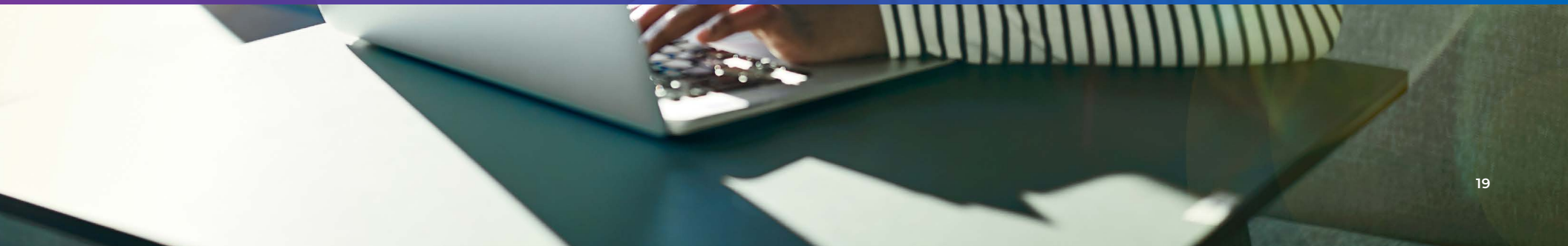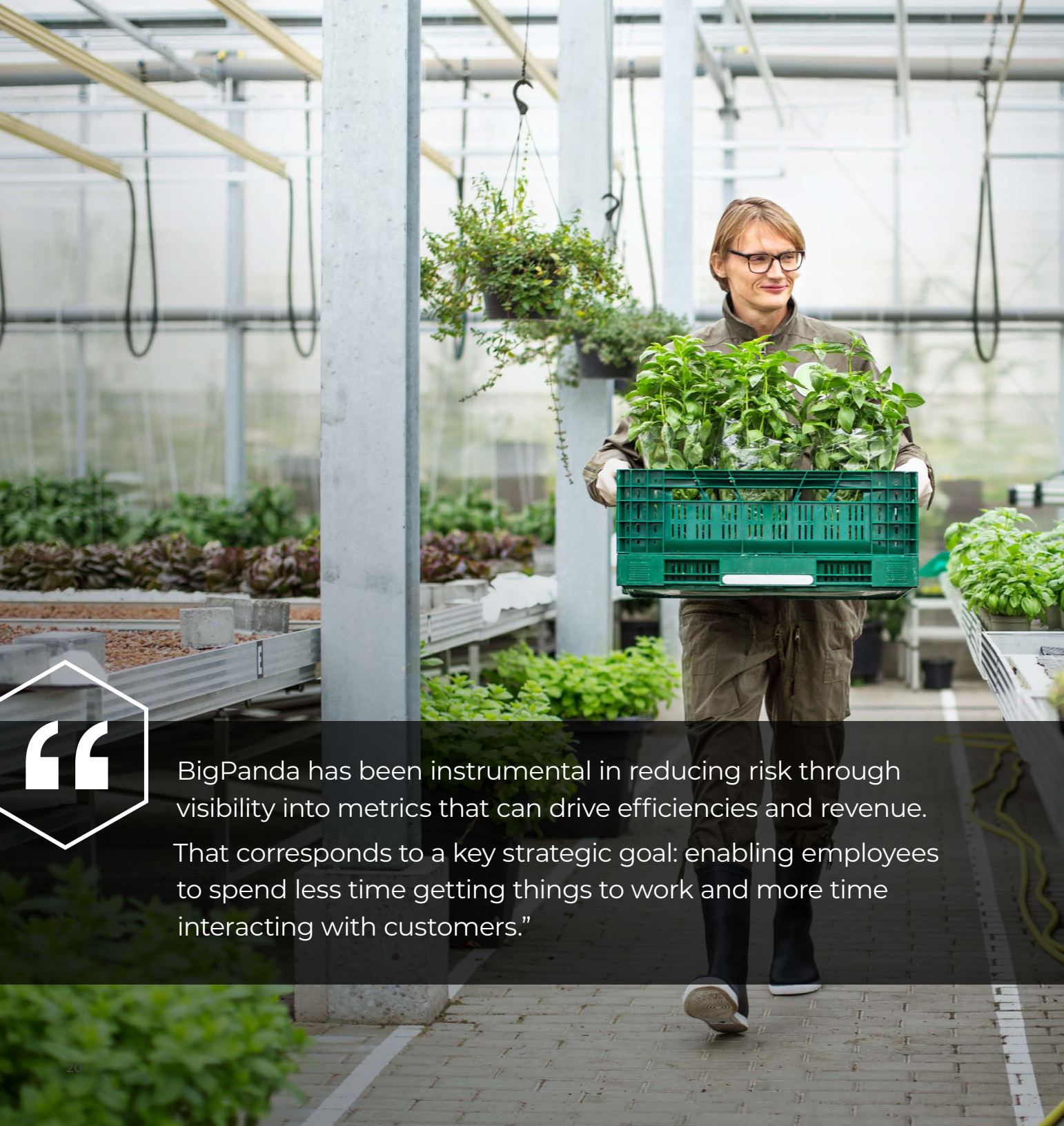
> "BigPanda has been instrumental in reducing risk through visibility into metrics that can drive efficiencies and revenue.
>
> That corresponds to a key strategic goal: enabling employees to spend less time getting things to work and more time interacting with customers."

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Brick-and-mortar retailer dramatically improves incident response with root cause analysis

One of BigPanda's customers in the retail sector is responding to the changing industry landscape with technology-driven in-store experiences, including mobile point of sale (mPoS) kiosks. Overcoming challenges with manual L1/2/3 workflows and visibility into the health of those endpoints was key to maximizing uptime and delivering sticky experiences.

BigPanda helped make it possible.

Decreased outage duration by

65%

Before BigPanda:
Breadth and depth challenges in monitoring

The retailer's Evanios-based enterprise-monitoring system covered only about half of its unique network nodes and didn't include any of the actual stores or mPoS kiosks.

It passively aggregated information from sources such as Nagios, ScienceLogic and SolarWinds, but it lacked analytics and automation. Incident management and resolution were largely manual, and complex rule sets hampered usability.

The solution:
Adding context and tribal knowledge to incidents

BigPanda reduced noise, created enriched events and uncovered the root cause of problems using Open Box Machine Learning. This reduced ServiceNow ticket noise and guided escalations to the right team. At the same time, BigPanda has enabled the customer to capture and codify team members' experiences with resolving incidents. This accelerates their responses for future incidents.

Together, these measures have increased root-cause identification by 226%.

The outcome:
Safeguarding uptime and revenue

Visibility into the environment has improved the quality of information available to IT, contributing to better performance and availability of business services. Instead of spending countless hours quieting the noise from monitoring tools, the retailer now uses enterprise monitoring to direct that effort toward solving business issues.

Decreasing total outage duration by 65% maintains service availability to customers, directly protecting sales volume and revenue as the company expands with new stores.

Reduced MTTA from 30 minutes to

1 min

Consumer goods maker alleviates pressure on L1 team with AIOps-driven incident insights

A complex observability layer, with dozens of tools—including a legacy event correlation tool—made it hard for a major consumer goods manufacturer to quickly and easily identify and respond to incidents in their environment. BigPanda acts as a unifying force, bringing them all together into a single pane of glass, reducing noise and helping the team rapidly detect and investigate incidents.

Before BigPanda:
An L1 IT Ops team drowning in alerts

The customer had a flood of data hitting their L1 team, and it took a significant amount of time to sort through and prioritize incidents and alerts, even though they were already using ScienceLogic EM7 as a correlation tool.

The solution:
Enhanced focus through AIOps

Open Box Machine Learning dramatically improves correlation and reduces alert noise. As a result, the L1 team has fewer incidents to review, can rapidly identify the incidents they themselves can handle, and easily escalate the ones that need specialized attention.

The outcome:
Accelerated time to insight and response

Reduction of noise and prioritization of incidents helps the L1 team identify the most critical incidents first and take more rapid action. This has resulted in a huge improvement of mean time to awareness (MTTA), which was reduced from 30 minutes down to a world-class one minute!

This far-reaching implementation highlighted BigPanda's rapid time to value. It went live within 15 weeks, with 31 inbound and four outbound integrations, supporting 1200 user accounts, with an average of 50 concurrent users.

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> "We needed something to give our Tier 1 analysts a fighting chance, something that is going to help point them in the right direction right away, right out of the gate. And that's when we met BigPanda."

24

Retailer reduces alert noise by 84%, helps L1 team resolve tickets faster

The most successful retailers have reinvented themselves by bridging their digital presence with their brick-and-mortar one. This BigPanda customer is a star example, boasting double-digit growth in e-commerce sales and leading-edge customer experiences with virtual and augmented reality.

BigPanda is a vital ingredient under the hood, bringing order to event correlation and incident management with noise reduction of 84%.

Resolved

96%

of tickets at L1

Before BigPanda:
A need for insight to power cutting-edge experiences

The retailer's legacy incident management systems struggled to support the company's innovation around in-store and mobile experiences based on AI and augmented reality, like advice from a virtual assistant or trying on products in a digital mirror.

Each alert—a total of 36,000 per month, including many duplicates— generated a ticket and an email to someone on the IT Ops team. That noise led to alert fatigue and caused critical incidents to be overlooked.

The solution:
Making incidents actionable with correlation and context

BigPanda's Open Integration Hub centralizes visibility across the company's disparate monitoring tools. BigPanda's Open Box Machine Learning technology correlates alerts collected from those tools into context-rich, actionable incidents to increase operational efficiency in the NOC.

Alerts have been compressed by 84%, and 96% of tickets are resolved at the L1 level, without escalation.

The outcome:
Solid foundations to support ongoing change

The BigPanda implementation improves operations with better visibility, higher efficiency and more precise escalations. As a result, mean time to detection, investigation and resolution have dramatically improved. Instead of being measured in days, mean time to detection is now measured in hours, even minutes. Resources can be reallocated from firefighting to innovation.
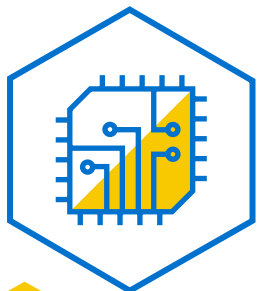
300%
ROI in six months

Tech giant frees up IT Ops resources with auto-remediation of 35% of their incidents

As part of an initiative to maximize scalability and reliability, a Big Tech company uses BigPanda to correlate IT data from dozens of tools, reduce alert noise and auto-remediate a significant number of incidents.

**Before BigPanda:
Clutter befuddles analysts
and slows resolutions**

Event noise made incident detection and response slow and inefficient, triggering excess notifications that reduced efficiency and misdirected the IT Ops team's incident-response resources.

**The solution:
Less noise guides more
effective response**

BigPanda dramatically reduced event noise, more effectively detecting incidents and improved the organization's ability to escalate the right incidents to the right people for rapid resolution.
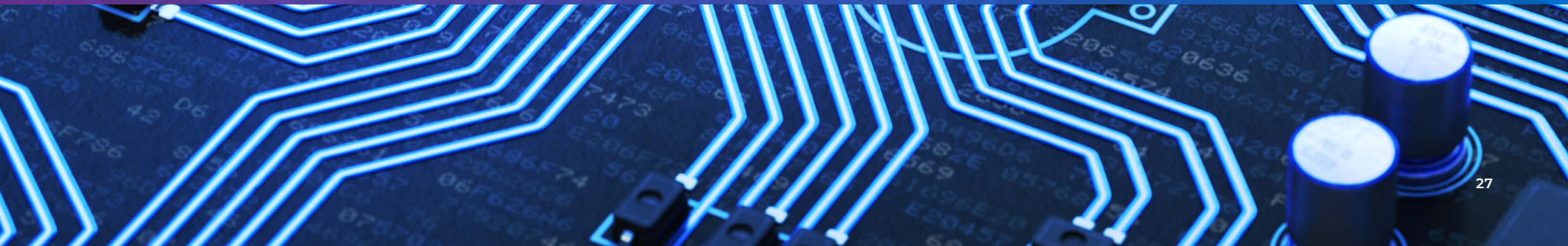
**The outcome:
More efficient delivery
of better outcomes**

This customer cut noisy notifications by half, enabling them to dramatically reduce inefficient resource allocation.

Combined with improved incident context and insight, they were able to achieve auto-remediation of 35% of their incidents, which amounted to 12,000 auto-remediated incidents per year.
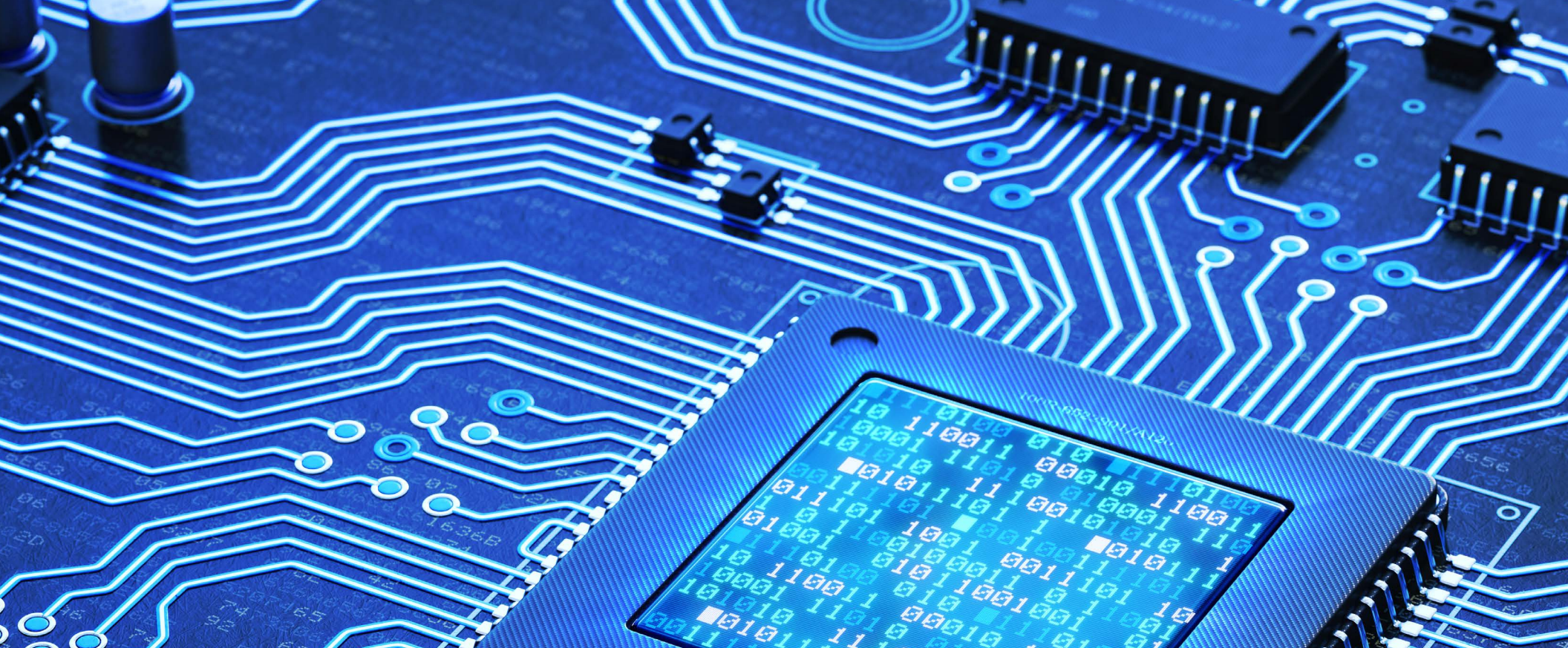
A Site Reliability Engineering (SRE) center of excellence, formed by CEO mandate, deployed BigPanda and netted the organization the equivalent of 14.4 annual FTEs in savings, or $1.45M, a 300% ROI in six months.

The resulting efficiencies set the stage for growth to the business, without adding headcount.

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> It transformed how we looked at monitoring. We no longer say things like, 'silence this, change this threshold.' Heck no–we're saying, 'firehose everything at BigPanda, and let BigPanda do the heavy lifting.'"

Global airline improves incident insights to send to ServiceNow for rapid resolution

Dozens of applications need to work in perfect concert with each other for flight operations to continue at a major airline. An outage affecting one background app or service can ground planes and lead to losses that easily reach millions of dollars in wasted fuel and lost revenue.

BigPanda helped the airline gain better visibility and control over these critical applications and the underlying infrastructure, reducing mean time to resolution (MTTR) by 40%.

Reduced Tier 1 MTTR by
40%

Before BigPanda:
Manual efforts drove
incident resolution

The environment was built around nine legacy HP monitoring consoles and dozens of other disparate monitoring tools, creating a fractured view of operations with no over-arching big picture. Incident resolution depended on manual actions driven by informal, "tribal" knowledge shared during "bridge calls from hell" attended by as many as 120 network, database, app development and support team members.

The solution:
Fulfilling the promise
of streamlined IT Ops

BigPanda helped transform the airline's NOC with the power of Open Box Machine Learning to correlate millions of alerts into actionable incidents, presented in a single console. This incident 360 console makes it easy for the airline's NOC users to detect incidents in real-time, understand the root cause and initiate rapid remediation—allowing the airline to avoid expensive ground stoppages.

The outcome:
Visibility, automation
and awesomeness

The environment is highly automated, with the MTTR of Tier 1 apps improved by 40%, 2.8M monthly alerts reduced to about 16,000 ServiceNow tickets and holistic visibility into those incidents.

Pairing up with BigPanda has given the airline's IT Ops team the knack of making the awesome look easy.

BigPanda customer success

A BigPanda customer once said, "If our company was going up in flames, we know BigPanda would be there holding the fire hose with us."

There is no better way to describe how we treat our customers. Yes, we help IT Ops teams prevent outages. Yes, we make it easier for them to support their business and deliver extraordinary services to their customers without increasing their costs or risks. But, that's not what makes us unique.

We work side-by-side with our customers during good and challenging times. We learn about their business and become extended members of their team.

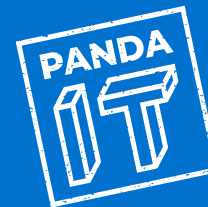**We focus on small wins that lead to big successes.**
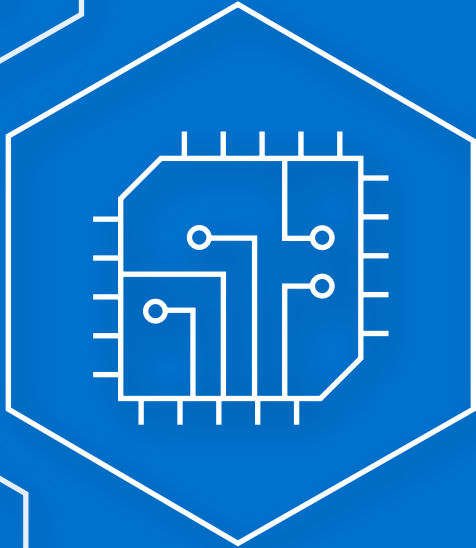
We know we are making a difference when our customers ask each other "that new monitoring tool...did we Panda IT?"

Find out what it means to have BigPanda working for you.

BigPanda

PANDA IT

BigPanda