



About the Customer

Autodesk, Inc., is a leader in 3D design, engineering and entertainment software. Autodesk makes software for people who make things. If you've ever driven a high-performance car, admired a towering skyscraper, used a smartphone, or watched a great film, chances are you've experienced what millions of Autodesk customers are doing with our software. Autodesk gives you the power to make anything.

Tools integrated

Amazon CloudWatch, Splunk, Catchpoint, Dynatrace, Logic Monitor, CloudGenix, NewRelic, ELK, ServiceNow, Slack

The Results



BigPanda Helps Autodesk Deliver Effective Incident Management and Improve Operational Efficiency

Autodesk requires an efficient strategy to handle innumerable alerts coming from multiple monitoring tools for infrastructure and application monitoring capabilities. However, for the operations team at Autodesk, working on relevant issues was a huge challenge.

Struggling with alerts every month, existing resources were simply not enough. So, the team at Autodesk conducted a search for tools that could help them achieve their business objectives, and they selected BigPanda.

With BigPanda, the team is equipped with better insights into the issues underlying all the events, improving their ticketing processes and driving greater operational efficiency.

“ Autodesk has reduced incidents by 69% and significantly improved IT operational efficiency with the help of BigPanda. ”

Samy Senthivel

Sr.Digital Enterprise Monitoring Services Manager

BigPanda Solution

With BigPanda's intelligent correlation and enrichment capabilities, the IT team was able to logically consolidate noisy alerts into actionable incidents. The team saw a significant 69% reduction in incidents, which has directly contributed to improvements in operational efficiency and has helped the team detect data center-wide anomalies with logical and time-based correlation patterns.

For Autodesk, BigPanda has contributed to noise reduction and helped automate suppression of alerts during planned maintenance schedules. Additionally, the Snapshot feature, part of the Analytics dashboard, has been very helpful to share on-the-fly analytics views to management.

The BigPanda Advantage

Correlation Rates and Incident Timeline

After integrating with BigPanda, Autodesk achieved a correlation rate of 73% , reducing 100,000 monthly alerts to a manageable number of incidents that can be effectively handled by the IT team. BigPanda platform's operation console provides a visual incident timeline that helps the responding team easily track the status of issues throughout their lifetime and identify trends and anomalies.

Smart Ticketing with Auto Sharing

Autodesk integrated the BigPanda platform with ServiceNow and Slack to establish **Smart Ticketing**. With **the Auto Sharing** feature, BigPanda automatically notifies key team members at Autodesk, providing tickets that include incident information, detailed link and real-time updates showing the latest status of BigPanda incidents.

Analytics and Snapshot

The analytics feature helps Autodesk visualize various trends in their monitoring data. The **BigPanda dashboard** provides a dynamic view of their data in real time, making it ideal for operational health monitoring and situational awareness. **Analytics Reports** provide **on-demand snapshots** of their data for specific periods of time, which helps the IT team visualize historical trends in their monitoring data and identify infrastructure problem areas.

Environment and Groups

BigPanda helps Autodesk focus on the most relevant incidents by organizing incidents into different **Environments** which are based on the areas of responsibility and processes within IT and DevOps teams. Furthermore, environment groups add another level of hierarchy comprised of one or more environments, helping Autodesk's IT team organize incidents into common functions like business services, teams and infrastructure areas.

Contextual Data with Custom Tags

BigPanda console provides the **enrichment feature**, which adds contextual information to alerts so that incidents can be intelligently correlated and easily resolved. This enrichment helps to reduce alert noise significantly and makes it faster for the IT team to detect and resolve problems.

Integrations

BigPanda's effective integration with **ServiceNow** helped Autodesk streamline the workflow across the incident lifecycle, from detection to investigation to remediation. By leveraging BigPanda, Autodesk has solved a noisy alert problem and prevented a noisy ticketing problem.