



About the Customer

Buoyed by the break-out success of its flagship game, a video game developer/publisher has seen massive worldwide growth. In a little over a decade, the U.S.-based company has amassed a global following and a large-scale operation.

Tools Integrated

Amazon Cloudwatch, Cacti, CopperEgg, Jira, Monit, Nagios, NewRelic, OP5 Monitor, PagerDuty, ScienceLogic, Slack, Zabbix

The Results



Achieved alert correlation rate of 90 percent on events triggered by IT monitoring stack



Fifty two integrations with various monitoring, ticketing and collaboration tools



More than 10,000 nodes being managed by 3 data centers distributed globally

Online Gaming Provider Maximizes Services Levels and Efficiency with BigPanda

A successful online gaming company grew to have a global presence and tens of millions of players. As the company grew its operations and customer base, ensuring players always received optimal service levels became an increasingly difficult challenge. By turning to BigPanda, the company was able to more efficiently manage incidents and optimize service levels to deliver the ultimate gamer experience.

“*BigPanda returned significant value within weeks, and our operators love that we can manage it ourselves, without having to bring in outside experts. With its rich capabilities for alert correlation, Open Box Machine Learning and flexible integration, the BigPanda Platform allows us to take a very significant step towards establishing Autonomous Digital Operations.*”

Global NOC Manager

Battling Massive Alert Volumes and Laborious Incident Management

Buoyed the success of its flagship game, an online gaming company saw tremendous growth over the past decade. Today over 80 million people play the company's games every month. For the company's service operations team, it had grown increasingly challenging to ensure these players always received world-class service availability and in-game responsiveness. Over time, the company's infrastructure had continued to become larger, more complex and more dispersed, comprising tens of thousands of servers across hundreds of data centers around the globe.

BigPanda Delivers Automation, Unified Visibility

Inundated with alerts

To manage the company's globally distributed IT environments, the team employed a number of monitoring, ticketing and collaboration solutions. This disparate tool stack was getting increasingly problematic, however. Support staff were being inundated with alerts and had to contend with cumbersome, labor-intensive incident management processes. With two new games scheduled to come online, they needed to take a different approach if they were to scale up effectively.

Unified incident management workflow

After an extensive evaluation, the service operations team selected the BigPanda Autonomous Digital Operations (ADO) Platform. With BigPanda, they can leverage a unified event and incident management workflow across disparate and often changing technology stacks.

Open box ML fuels autonomous operations

BigPanda delivers autonomous incident detection, offering flexible machine learning capabilities that enable the company to preview and edit alert correlation patterns before pushing them to production. The service operations team can more efficiently investigate and resolve game player connection issues and determine underlying root cause—whether issues are caused by the ISP network, new code or system failures.

All incidents through a unified console

With BigPanda, the team was able to quickly deploy 52 different integrations, including with such tools as AWS, Cacti, Jira, Nagios, OP5, PagerDuty, Solarwinds and Zabbix. Now, operators and engineering teams across three global network operations centers use the BigPanda platform's console to manage all incidents.

Enhanced Intelligence Fuels Efficiency and Optimal Service Levels

Enhanced player experience

By delivering a consistently optimized experience to players, the gaming company has continued to enjoy high rates of user satisfaction and player referrals, which are essential in fueling continued audience growth.

Autonomous operations reduce costs

By leveraging the BigPanda Autonomous Digital Operations Platform's capabilities, the company has significantly reduced operational costs. The platform was instrumental in helping the team support the launch of two new games with minimal new headcount growth.

Improved operational visibility

Regional business managers now leverage unified analytics to make more informed operational and planning decisions, such as whether to change telecommunications providers, invest in more caching and so on.

Enhanced event management

Since deploying BigPanda, the company has reduced the number of incidents NOC engineers need to process by 80 percent. Instead of wading through huge volumes of alert noise, they can now focus on the incidents that matter. BigPanda's real-time bi-directional integration with Jira, PagerDuty and Slack speed root cause analysis and incident resolution.