

BigPanda helps businesses prevent and resolve IT outages

BigPanda helps organizations take a giant step towards Autonomous IT Operations by turning IT noise into insights and manual tasks into automated actions.

Fortune 1000 enterprises such as Intel, Cisco, United, Nike, Marriott and Expedia rely on BigPanda to prevent outages, reduce costs, and give their teams time back for digital transformation.

The leader in Event Correlation and Automation, powered by AIOps

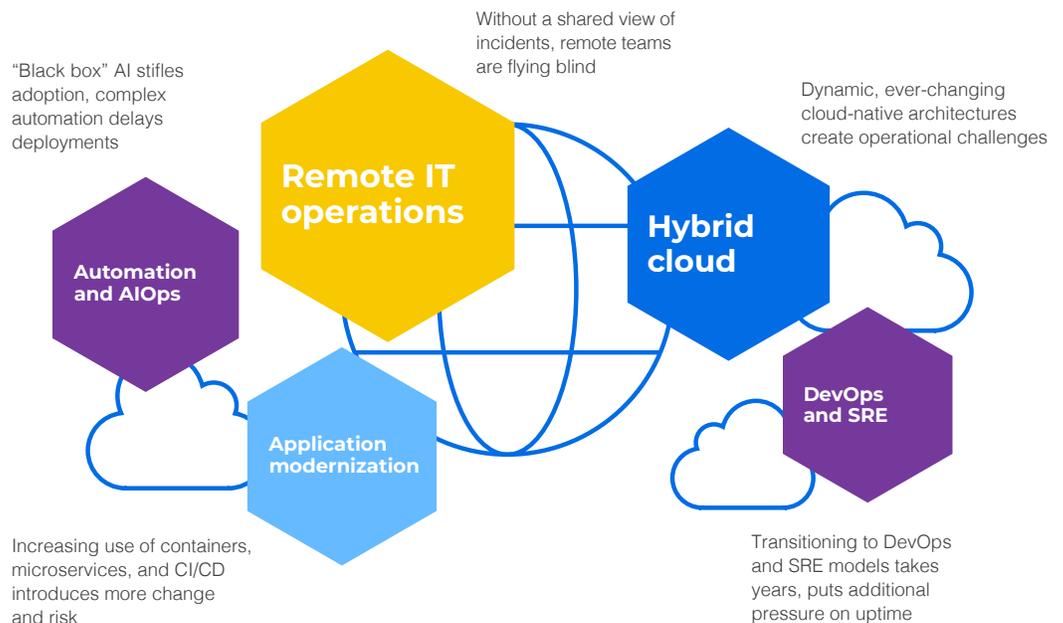
As enterprises modernize and move to the cloud, IT Ops, NOC, DevOps and SRE teams struggle with manual and reactive incident response capabilities that are badly suited for the scale, complexity and velocity of modern IT environments. This results in painful outages, unhappy customers, growing IT headcount and the inability to focus on innovation.

BigPanda provides Event Correlation and Automation, powered by AIOps, that helps operations teams detect, respond and resolve IT incidents faster and more easily than ever before. Enterprises rely on BigPanda to reduce IT operating costs, improve service availability and increase business velocity without adding risk.

What is driving complexity for IT Operations?

Over the last two decades, IT Operations teams have struggled to keep their applications and systems running while relying on legacy tools and manual processes.

As environments become more distributed, and the business demands more scale and velocity, these teams face even greater challenges supporting one or more of these transformation initiatives:



Why BigPanda?

BigPanda customers are

- Fortune 1000 and Global 5000 across retail, financial, insurance, entertainment, media and travel industries
- SaaS-friendly enterprises with modern hybrid cloud environments
- IT Ops, NOC, DevOps and SRE teams who want to improve how they prevent and resolve outages
- Confident adopting a best-in-class strategy to IT tools versus a monolithic, all-in-one approach

BigPanda's SaaS platform helps organizations turn IT noise into insights and manual tasks into automated actions with these AIOps-driven capabilities:



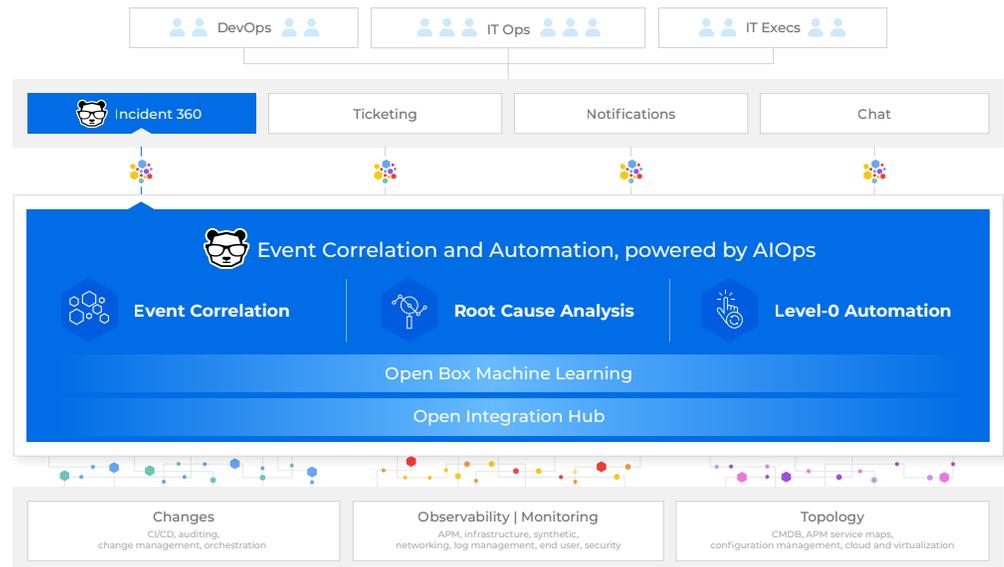
Event Correlation
dramatically slashes IT noise and helps detect incidents as they form



Root Cause Analysis
identifies the source issue and drives rapid incident resolution



Level-0 Automation
accelerates incident response for speed and consistency



BigPanda is backed by top-tier investors including Sequoia Capital, Mayfield, Battery Ventures, Greenfield Partners and Insight Partners.

- ✓ **Reduce operating costs**
Prevent outages, reduce escalations, and eliminate redundant tools.
- ✓ **Increase business velocity**
Keep developers and DevOps teams focused on strategic projects, not reactive firefighting.
- ✓ **Improve performance and availability**
Automate workflows and streamline collaboration. Reduce IT noise by 95%.

BigPanda platform components



Open Box Machine Learning

- Uses Machine Learning (ML) to automatically correlate related alerts into high-level incidents using time, topology, context and alert types
- Powers advanced, automated root cause analysis capabilities that explain their logic to the user in plain language
- Includes a control panel for ML pattern editing and testing, with automatically generated correlation patterns based on historical data



Root Cause Changes

- Shows changes that BigPanda's Open Box Machine Learning has determined may be related to an incident, and highlights the ones that are most relevant
- Provides the reasoning behind every suggestion in simple, understandable language
- Uses deep integrations with change tools to notify the relevant team, so root cause changes can be rolled back



Incident 360 Console

- Creates shared situation awareness for IT Ops, NOC, DevOps and SRE teams by providing them with real-time full-stack visibility across monitoring, change and topology data
- Enables seamless sharing of incidents with enterprise ticketing, collaboration and other tools and teams, simplifying operational workflows and boosting team efficiencies
- Provides secure, role-based access to incidents, so different teams have full-stack visibility into the performance and availability of their applications and services at all times



Open Integration Hub

- Ingests monitoring, change and topology data for full-stack visibility and alert enrichment with out-of-the-box connectors
- Includes powerful, flexible REST APIs, for quick and simple custom integrations in as little as one day
- Integrates with ticketing, notification and chat tools for incident management automation and cross-team collaboration



Real-time Topology Mesh

- Ingests topology data from all sources of topology in the environment to provide an up-to-date, visual, full-stack topology model
- Correlates monitoring alerts against the topology mesh to achieve high-quality correlation and accurate root cause detection
- Identifies business services and applications impacted by low-level infrastructure issues, enabling faster prioritization and resolution



Unified Analytics

- Includes ready-to-use reports and dashboards spanning all data sources, providing end-to-end insights into health trends and KPIs in just minutes
- Allows customization of reports, KPIs and metrics—without having to rely on third party experts—as well as easy sharing with other users
- Provides an easy way to export IT Ops data into industry standard formats that can be consumed and analyzed by common BI platforms like Tableau, Qlik and Domo

Get started with BigPanda

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