

# BigPanda picks up where Netcool left off

BigPanda has a team of ex-Netcool and IBM experts with over 60 years of collective experience and dozens of successful migrations already done. If your organization is considering a Netcool migration as either a standalone project or as part of a bigger AIOps initiative, ask for a BigPanda demo.

In the early 1990s, Netcool was ahead of its time. Today, as Netcool is rebranded as IBM Netcool Operations Insight, the platform retains its on-prem, rules-based focus and is not well suited to the needs of modern enterprises that are transforming operations with levers like cloud, machine learning and deep automation.

As organizations migrate workloads to the cloud, operations teams struggle to keep up with the pace of this transformation and are often overwhelmed with the additional alert volume. Legacy event management solutions provide little to no assistance to operations teams that need to support these new dynamic workloads. Integrating the modern monitoring tools that support these new workloads with legacy systems such as Netcool is a huge challenge, which only compounds the challenge for operations.

BigPanda provides a streamlined process to seamlessly move from Netcool to an event correlation solution designed with transparent, powerful Open Box Machine Learning instead of just aggregation, connecting the dots across monitoring and management systems to reveal patterns and insights. The result is faster time to root cause, improved MTTR and enhanced automation. Outages and TCO are dramatically reduced, making IT Operations more successful and businesses more profitable, with a SaaS-native solution that eliminates Netcool's rip-and-replace upgrades every few years.

Features and capabilities	 <b>BigPanda</b>	 <b>IBM NETCOOL</b>
Open Box Machine Learning	<input checked="" type="checkbox"/> Full transparency and control Highly reliable and real-time Immediate time-to-value	<input type="checkbox"/> No transparency and control Unreliable and not real-time Slow time-to-value
Time to Value	<input checked="" type="checkbox"/> Enterprise-class integrations Highly extensible	<input type="checkbox"/> Manual, expensive integrations Weak support for newer tools
Enterprise SaaS	<input checked="" type="checkbox"/> Enterprise-class SaaS optimizes scalability, reliability and security	<input type="checkbox"/> No SaaS offering (on-prem only)
Notifications	<input checked="" type="checkbox"/> Email, SMS and Webhook	<input type="checkbox"/> Email only
Analytics	<input checked="" type="checkbox"/> Built-in analytics to visualize trends	<input type="checkbox"/> Requires add-on product LogAnalysis
Scalability	<input checked="" type="checkbox"/> Cloud-native with auto-scale and load balancing	<input type="checkbox"/> Requires complex multi-tier architecture to scale
RBAC	<input checked="" type="checkbox"/> Role based access control to limit actions and incident views to users	<input type="checkbox"/> RBAC spread across WebGUI to restrict pages and Omnibus to restrict events
Auto-Share	<input checked="" type="checkbox"/> Easily share incidents and alerts to external applications	<input type="checkbox"/> restrict eventsNot available

## Here are a few recent stories of organizations that transitioned from Netcool to BigPanda

**Migration success:  
Teaching Hospital and  
Trauma Center**

As this leading-edge medical center adapted to massive IT growth and transformed its operations with AWS public cloud, rule-based Netcool event management wasn't up to the challenge. Ballooning FTE requirements couldn't improve limited visibility or growing P1 incidents and management costs.

BigPanda calmed the NOC's constant alert storms, improving the signal-to-noise ratio and reducing P1 incidents and outages. Proactive automated workflows, robust integration and a unified console translate to a better user experience and better patient outcomes on the hospital floor.

**Migration success:  
Internet-Based Financial  
Services Provider**

In the dot-com era, this online trading platform built their operations management for its static infrastructure around Netcool. In today's modern cloud-based environment, critical alerts got buried in noise. A 45-minute outage that cost the company \$750K led upper management to demand the end of Netcool.

The company implemented cloud-native BigPanda event management, with integrations to more than 40 SNMP data sources. Analysts across three shifts rapidly came up to speed on BigPanda custom dashboards to drive rapid insights across the dynamic environment, cutting expensive outages and TCO.

**Migration success:  
Multi-Channel Retailer**

This brick-and-mortar retailer embraced a multi-channel future based on personalized marketing, analytics and mobility. Its Netcool implementation for operations management proved to be ill-suited to supporting the Google Cloud Platform services that powered this transition, jeopardizing its success.

BigPanda came to the rescue, dramatically improving visibility and control across the decentralized infrastructure. BigPanda integrated with all monitoring and management tools for a unified view with such stellar efficiency that the team adopted BigPanda early, before the Netcool contract ran out.

### Out-of-the-box outbound integrations

	✓	✗		✓	✗		✓	✗
	✓	✗		✓	✗		✓	✗
	✓	✓		✓	✗		✓	✗
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	✓	✓		✓	✗		✓	✗
	✓	✗		✓	✗		✓	✗

\*Sharing of Dynatrace data into Netcool only possible using generic probe.