

BigPanda Turbo Pack for fast-growing IT Ops

Scale IT Operations
with Event
Correlation and
Automation for
midsize enterprises

To gain momentum and expand, your business is requesting new digital offerings every day. Your DevOps teams are rapidly creating and iterating services to keep up.

This, in turn, is increasing the frequency, severity and duration of incidents and outages. Critical applications and services are being affected and your team is evaluating how to move forward.

You might believe the first step is to invest in additional monitoring and observability tools to create more visibility into your IT stack. Then, because those tools offer an incomplete picture, you will try to bring in topology and change data. In a year, the environment you know today will be unrecognizable. You will find yourself drowning in noisy IT Ops data, mounting operating costs, and frequent IT incidents that require time and resources to resolve.

The result: more time spent firefighting, and less on work that helps the business.

At that point, you will be like most large enterprises, trying to figure out how you got there and what it will take to scale IT operations to support your growing business, without adding even more complexity, cost and headcount.

BigPanda: a better path, and the right solution for growing IT Ops

We can help you now and future-proof your operations with Event Correlation and Automation, powered by AIOps. BigPanda helps IT Ops and DevOps teams scale to meet business demands while avoiding IT outages. We help IT operations teams increase their bandwidth without having to increase costs or risks while growing.

BigPanda provides a SaaS-based platform for centralizing IT Ops data, then applies machine learning to correlate related events into actionable incidents, giving teams insight to speed up resolution and minimize downtime. The platform also automates low-value tasks to make teams more effective, while ensuring that everyone who needs to work on an incident has the full contextual information they need. As your business grows and its IT environment becomes more complex, these improvements can help control operating costs, ensure service availability and increase business growth.

Introducing the Turbo Pack for midsize enterprises

The BigPanda Turbo Pack is a complete Event Correlation and Automation solution—built on BigPanda’s proven core platform—designed for midsize enterprises who want domain-agnostic AIOps.

Components of BigPanda Core



Integration and enrichment

Attaches operational and business context to alerts, helping reveal patterns and relationships



Real-time Topology Mesh

Maintains a real-time, always up-to-date visual topology model of the IT stack



Correlation

Intelligently detects relationships among events and combines them into actionable incidents



Core analytics

Provides insights into BigPanda workflows and visualizes trends in monitoring data



Autoshare

Automatically triggers incident workflows, assigns team members and creates tickets



Incident 360 console

Unified central console for IT Ops to analyze, investigate and resolve incidents

Licensing

BigPanda Turbo Pack provides a simple yet flexible licensing model:

- **27,000 Unique Active Alert credits** for BigPanda Core platform, based on a one-year contract
- **Tiered, consumption-based licensing** allows for credits to be added at initial purchase or over time

Support and Implementation Services

To deliver fast time to value, the BigPanda Turbo Pack provides the following components as a foundation, which businesses can build on as needed (at additional cost):

- **Standard Support** with consultative optimization services, 24/7 support, and the option to add premium consulting services, if desired
- **Rapid implementation service** gets BigPanda up and running, with integration of existing tools:
 - BigPanda performs up to six inbound (alerts and topology) and two outbound (feeding out)
 - Customers are empowered to make additional integrations themselves
 - See chart on next page for more details

What's in the rapid implementation service

Inbound integrations		Other tasks	
Built-in	5	Kickoff	Remote
Custom	1	Reporting	Out-of-the-box
Outbound integrations		Training	Remote (admin/user)
Built-in	2	Process consulting	None
Custom	0	Maximum hours	150

BigPanda locks in success for modernized IT Ops

BigPanda follows a proven approach to help customers build more efficient, streamlined IT Ops that can readily evolve alongside business and technology changes:



First, we understand your needs and apply a consultative mindset to personalize the implementation



Third, we support your team with complete training and onboarding to launch a long-term relationship



Second, we fit within your environment, working with your existing tools, systems and processes

BigPanda integrates with 50+ on-premise and SaaS monitoring tools, right out of the box. BigPanda will configure up to six integrations by your go-live date, and you will know how to integrate new tools on your own. The BigPanda Customer Success team provides hands-on support for every BigPanda engagement, to ensure smooth, world-class implementation. The team keeps pace with rapid, incremental milestones for fast overall deployment as well as regular indicators of success along the way.

Take the next step
bigpanda.io/contact-us