

Key Benefits

- ✓ **Real-time causality**
Identify change-related root causes as soon as the incident populates for a faster, clearer understanding of why incidents occurred.
- ✓ **Instant deployment**
From day one, leverage default change tags for enhanced correlation sourced from statistically relevant customer deployment data.
- ✓ **Unified Analytics for root cause**
Measure and optimize interrelated change data to get insights into where and how to increase root cause detection and incident response workflows.

BigPanda Root Cause Changes identifies the change data causing your incident within seconds

Up to **85% of performance-related incidents are caused by a change**. BigPanda's third-generation of Root Cause Changes (RCC) utilizes advanced Artificial Intelligence to achieve a **95% accurate automatic identification of change data associated with an incident**. This gives ITOps, DevOps, and SRE teams fast, precise root cause identification at the time of the incident, resulting in **up to 50% MTTR reduction** and instantly uncovering crucial details for incident resolution.

Instant insights into change data impact

BigPanda Root Cause Changes uses advanced AI to identify and correlate real-time change data with incidents. BigPanda uses 29 unique vector dimensions to identify high-confidence alerts and change data matches associated with incident creation, providing users with a comprehensive view of suspected changes that are statistically relevant.

High-confidence accuracy anchored in customer validation

BigPanda improves RCC AI algorithms by incorporating impactful change tags used across customer deployments. New dimensions and categories deliver greater statistical precision and confidence when analyzing high-ranking suspected changes linked to incidents. This ensures consistency, reliability, and reduced toil during incident triage.

Advanced analytics for improved insights

A new Unified Analytics RCC dashboard allows users to measure, improve, and operationalize root cause change investigation across all applications and services. Interactive dashboards show change tag details, total alerts, and incidents, allowing users to optimize out-of-the-box RCC configurations and make operational improvements.

Key Capabilities

- ✓ **Correlate incident alerts with multi-source change data:** Identify infrastructure, application, security, third-party, and more change data across hybrid cloud environments related to performance-impacting incidents in real-time to accurately detect and resolve the likely cause of an incident.
- ✓ **Instant deployment of impactful change correlation patterns:** Statistically relevant change tags used across customer deployments are automatically surfaced within RCC to deliver reliable change correlation with incidents from day one.
- ✓ **Change data analytics:** Measure alert, change, and incident metrics over various time dimensions to help users identify high-confidence change match data and support ongoing RCC configuration enhancements tailored across products, services, and infrastructure.

Get started
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	AI-generated root cause of an incident	Unified change tag taxonomy	Understand and analyze changes within a hybrid cloud
Challenge	Approximately 85% ¹ of service-impacting incidents can be attributed to dynamic infrastructure changes, resulting in user toil to identify specific changes that likely caused an incident.	Each change management tool uses different syntax to describe tag categories, making it laborious to manually link interrelated change alerts together at scale.	Organizations must monitor and track changes across infrastructure and the impact on applications. A lack of change data analytics makes it hard to make operational improvements that improve incident management.
Solution	RCC eliminates statistically irrelevant change and alert matches to ensure incident responders promptly pinpoint the probable root cause of incidents in real-time.	AI algorithms automatically aggregate and normalize impactful change and alert tags across customer deployments to make configuration seamless.	Unified Analytics gives users interactive dashboards to explore, filter, and investigate change data to improve overall incident management workflows.
Benefit	Reduced manual toil and scaling of ITOps workflows using technology.	Achieve quick time-to-value and lower MTTR.	Cost optimization through operational improvements.

¹Perlin, Martin. "Gartner Says Change-Based Causal Analysis Makes Availability and Performance Data Actionable. [Evolven](#)



“Change-related incidents are one of the biggest generators of unnecessary alert noise. We’ll use BigPanda Root Cause Changes tool to gain a clearer understanding of the underlying causes behind incidents so we can respond more effectively.”

– **Mark Peterson, IT Operations Supervisor,**
Cambia Health Solutions

