Pandapalooza
BigPanda's customer festival

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Probably the most interesting aspect about being in automation is that we break down siloes.

We can't just be a server team or a network team or a mobility team. We work across the board with all the teams to try to further their causes. We ask ourselves: where are we doing manual components today that we could automate?

Jeremy Bragg
Infrastructure Automation Architect
Abbott Labs

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In addition, as part of the move to BigPanda, we undertook a concerted effort to reduce unwanted alerts, reducing alerts by over 50%.

Now, in addition to looking at alerts in BigPanda, we rapidly deployed a business continuity dashboard, which had a broad range of data extending beyond system level metrics to key business metrics. By sharing data of our technical teams and our business teams, we used transparency to truly allow our businesses to make better decisions in light of a rapidly-evolving environment during unprecedented times.

Sean Mack
CIO
Wiley

Ben Narramore
Sr. Manager of Operations
Sony Playstation Network

I remember when I brought BigPanda into my NOC and explained "We are going to start automating things," and the first thing people might have felt is "we're not going to have jobs."

The NOC was dying before automation because the stuff we were doing, people don't do anymore. So being able to automate manual operations and workflows gave us the ability to do new, more exciting work from lower-level engineering things and helping out with incident management and problem management. The NOC was dead three years ago, and automation has put new light onto the NOC.

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Dan Grace
Global Technology Operations Leader
Equifax

Tools like BigPanda really help us reduce all our noise levels, get that aggregation done, get that enrichment done, and then produce actionable incidents so somebody can be paged to look at it.

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BigPanda

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If I'm a NOC engineer or application owner, I need to identify the noisiest applications I need to focus on.

And if I'm an SRE, I spend 50% of my time increasing the reliability on production, so I need to focus on which of those applications are the conflicting items that I need to look at. So, here is a quick dashboard out-of-the-box from BigPanda that gives us a list of the top hosts that are alerting, and we can look at the various top checks being performed creating these kinds of alerts.

Kiran Venkatesan
Principal Architect
Wiley

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COVID has, if anything, confirmed many of our hypotheses and the need for us to really double down on our effort to move or accelerate and move to DevSecOps.

Trying to find a way to scale up the model and understanding how we could actually use DevOps to deliver faster and drive new innovations, while keeping security and quality of course and performance.

Didier Le Tien
VP of App Development
US Foods

Udo Strick
Lead Engineer
Waste Management

If you take a process and you figure out that you can save five minutes, it doesn't feel like a big deal.

What if you have 500,000 events that you're sifting through per month, and half of those make a ticket, suddenly, you have 250,000 times five minutes every month that you're saving. It starts to matter when you think about scalability and the ability to reinvest that time back into the company with more innovation and driving the even company further.

"

Ben Narramore
Sr. Manager of Operations
Sony Playstation Network

I think the pandemic opened some eyes, not only the pandemic but the launch of PlayStation 5.

A lot of groups within the organization of PlayStation didn't really know what IT Operations did and the importance of it. Today, I'm able to talk to leaders that I would never have talked to a year ago. They didn't care about operations, they didn't care about the NOC, didn't care about incident management, and now they're like, 'Wow, this is great stuff. We could use that internally embedded in our groups as well.'

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"Use the data to improve your ability to troubleshoot.

And then, of course, once you are troubleshooting, your ability to react and address the issue or potential bugs. So that has been also a very big opportunity where AIOps became a reality for us.

Didier Le Tien
VP of App Development
US Foods

"Although we have all these great metrics and standardization, if there is a lot of noise and no benefit... if the ratio between the signal to the noise is not reduced through all the periods, then, there is no point.

So, we started measuring compression rates, importantly, and how much noise these monitoring tools, for example, are generating and how much of them are deduplicated, aggregated, correlated and how much of an actionable incident is produced based on all of the enrichment that is going on within the context of the particular service.

Kiran Venkatesan
Principal Architect
Wiley

Jeremy Bragg
Infrastructure Automation Architect
Abbott Labs

With our new monitoring tool, we had so much more data that we ended up creating more tickets because we are actually identifying issues.

We agreed with Operations that we needed to enhance the way we were handling our monitoring and ticket management." So there's a really big push to better utilize the data and leadership's approach is, what is actionable? Look at the data and say, "Okay, yes. This is great data. What can we do with it? You know, where's the runbook that goes with that?"

Sean Mack
CIO
Wiley

Many of our markets at Wiley saw significant increases due to the pandemic.

As the global impact of COVID began to escalate in March, Wiley encountered significant increases in platform activity. In fact, we saw a 55% increase in daily activity after we moved to work-from-home. We also saw impact to our services and in the rapid response applications and services. And in the rapid response, we saw some of the traits of modern leadership.

BigPanda

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"If you can't measure it, you can't improve it.

John Chao
Expedia

"I'm excited right now. I think we're at a space in operations where we evolved. It's the combination of cloud computing, new tools, AI, automation that has got us to a new place.

If I look at my teams in the last ten years, we were firefighters and we're good at it out of necessity. Now, we're at a point with cloud computing or tools like BigPanda with AI that I have to reassess my team. I'm not getting three red alerts a week like I was getting two years ago. I'm getting one every six months. I'm excited about how our team has evolved from day-to-day problem-solving to looking at our business with the future in mind.

Ben Narramore
Sr. Manager of Operations
Sony Playstation Network

Didier Le Tien
VP of App Development
US Foods

I think the concept of AIOps is great for us because it gives us a further opportunity to really support scale.

When you have one or two servers and you can actually have logs, it's pretty easy to do things manually. As you are shifting towards cloud and you have that opportunity to spin up multiple servers, potentially hundreds of thousands of servers at once, when you actually think about APIs and microservices and all those concepts that are part of the transition, then you need to have a better way to not only be proactive, to anticipate any issues but also to troubleshoot."

Tyson Malik
Director DevOps & AIOps
Rent-A-Center

BigPanda shines a light on all the different tools we have and how they don't talk very well to each other.

Having a platform like BigPanda really helps identify some of places we could have missed with just monitoring, especially on some alerts that we can correlate together to get to the root cause faster.

BigPanda