

Benefits



Reduce noise by 90%

Automatically filter out false positives and benign events. Add context to the remaining events to transform incidents into actionable alerts.



Enrich with context

Easily assess the impact of alerts by normalizing and enriching them with context (like location, host, or affected service) to increase their quality.



Increase value of monitoring

Visualize the value of your monitoring tools. Adopt a data-driven approach to tool rationalization that leads to a more mature observability strategy.



Eliminate monitoring silos

Consolidate critical alerts, regardless of monitoring source, and provide teams with a first pane of glass inside BigPanda.

Get started with
BigPanda Alert Intelligence.

bigpanda.io

BigPanda Alert Intelligence

Distill millions of events into high-quality actionable alerts.

Most IT teams have more than 20 observability and monitoring tools, which can make it overwhelming for the teams that have to track and assess alerts. BigPanda Alert Intelligence ingests and distills event data so that ITOps, DevOps, and SRE teams can act quickly. Enable teams to focus on the real issues related to incidents and outages. Investigating high-quality, enriched alerts in one place eliminates the need for teams to manually switch between separate tool consoles when working on incidents and outages.

Calm the seas of IT noise

The widespread adoption of monitoring tools causes ITOps, DevOps, and SRE teams to drown in IT noise. Events distributed across a hybrid or multicloud environment overwhelm human capacity to focus on the important alerts, causing IT incidents to pile up and painful, costly outages to occur.

Focus on high-quality alerts in one place

Clean and unify monitoring event data to scale ITOps team productivity, reduce mean time to resolve (MTTR), and decrease ITOps costs. By transforming raw event data into a high-quality stream of alerts, BigPanda becomes a first pane of glass that ITOps teams can consult in order to quickly understand what is happening in their IT environments and which action to take.

Key capabilities

- **Monitoring integrations:** Ingest events from monitoring sources through a REST API, email alert, or SNMP trap. Most users can set up integrations by themselves.
- **Event normalization:** Normalize heterogeneous data from different monitoring tools into a single, consistent format using general-purpose key-value pairs called tags.
- **Event filtering and deduplication:** Automatically suppress non-actionable events, such as maintenance windows or non-production environments. Intelligently reduce noise by parsing incoming events to recognize duplicates or updates to existing alerts, which are then discarded or merged.
- **Event enrichment:** Annotate events with context tags extracted from payload data (like hostnames or clusters) or topology (like a CMDB or service map).
- **Event aggregation:** Every time a monitored resource changes state, it generates a new event (sometimes called a flapping event). BigPanda rolls up these events and presents them in a single timeline view.

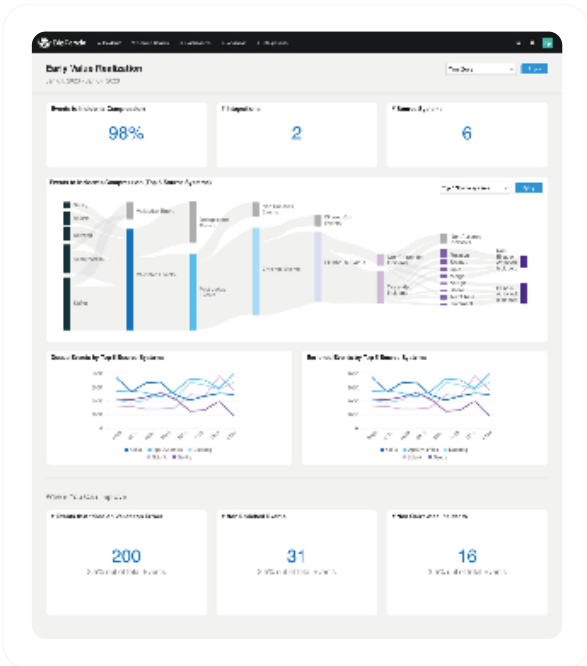


	Noise reduction	Alert-quality optimization	First pane of glass
Challenge	Noisy, low-quality events reduce the capacity of ITOps teams. The inability to focus on important, relevant alerts prevents organizations from growing at scale.	Even the best monitoring tools lack critical context to determine priority or decide or next steps.	Siloed monitoring tools force ITOps teams to switch between disparate and detached monitoring consoles, wasting valuable time and resources when troubleshooting IT incidents.
How BigPanda helps	Transform noisy, low-quality events into fewer high-quality alerts that accurately point to issues that need attention, no matter where they originate.	Easily assess the impact of specific alerts with defined next steps by normalizing and enriching alerts to increase their quality.	The high-quality alert stream within the BigPanda console becomes the first pane of glass your ITOps team consults to quickly understand activity in the IT environment.
Business value	<ul style="list-style-type: none"> Achieve 90% alert-noise reduction 	<ul style="list-style-type: none"> Improve ROI of existing monitoring tools Increase productivity 	<ul style="list-style-type: none"> Eliminate ITOps silos Boost ITOps team productivity

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“An alert is not actionable unless it comes into BigPanda, is enriched, and potentially correlated with the other monitoring alerts. It allows us to route and get the right alerts to the appropriate teams fast, which reduces MTTR and makes our customers really happy.”

Jon Moss
Head of Edge Software Engineering, Zayo



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