BigPanda

Benefits

✓

Know what's happening in real time

Quickly deliver accurate, high-value analysis in natural language. Automatically populate ITSM and chat tools with incident data.

✓

Use impact estimates to save time

Instantly identify relevance of incidents across distributed IT systems. Save up to 10 minutes per incident and reduce escalations.

✓

Automatically reveal root cause

BigPanda understands relationships between distributed systems, providing context for Gen AI to reliably identify context.

✓

Rely on transparent reasoning

BigPanda Generative AI provides the reasoning behind inferences so you can see how answers are derived, expediting investigations.

Get started with BigPanda Generative AI.

bigpanda.io

BigPanda Generative AI

Scale services, maximize efficiency, and drive growth with full-context ITOps.

Generative AI for Automated Incident Analysis provides ITOps teams with fast, accurate, and consistent insights into every incident, the impact and probable root cause across distributed IT systems faster and easier than previously possible.

Respond faster and resolve quickly

BigPanda Generative AI automatically extracts meaningful insights from complex IT alerts and incidents in real time. It defines incident titles, descriptions, and even probable root causes within seconds, enabling operations teams to immediately review and verify auto-generated responses, quickly understand causality and impact, and dramatically shorten time to resolution.

Process more information

BigPanda uniquely ingests multiple sources of enrichment and alert data to rapidly and reliably identify why an incident was created, what changed, and how systems are related so it can suggest a solution. Because datasets in BigPanda are tightly curated and pre-processed, they are less expensive to analyze, allowing you to comprehensively analyze and present incidents at all priority levels for resolution.

Deliver consistent, reliable communications

Every incident receives deep AI-generated analysis that translates complex technical issues into easy-to-understand terms. This provides consistent, reliable, and explainable insights, including the reasoning behind each AI-powered inference. This level of detail makes it easier for response teams to understand the implications and resolution paths regardless of tenure or expertise.

Key capabilities

- **AI-generated summary and title:** Identify incidents that require more immediate action by automatically synthesizing complex alert data into concise incident summaries and titles that can be populated within chat and ITSM tools.

- **AI-proposed incident impact:** Reliably identify the relevance and impact of incidents across distributed IT systems in clear, natural language within seconds. Easily identify priority actions for ITOps, L2, and L3 response teams across all incidents at scale.

- **AI-suggested root cause:** Automatically surface critical insights and details hidden in lengthy and complex alerts to quickly identify the probable root cause of an incident, as it forms in real-time.

- **Cross-domain enrichment:** BigPanda uniquely ingests multiple enrichment and topology sources to provide generative AI systems with operational awareness and context to reliably identify where a problem started, what changed, and the relationships between systems.

	AI-generated summary and title	AI-suggested root cause	AI-proposed incident impact
Challenge	Summarizing and analyzing incidents quickly, accurately, and consistently for response teams relies on operators with tenure and expertise.	Critical insights and details are often hidden in lengthy and complex alerts, preventing or slowing response time.	ITOps teams needs to consider the issue type, impact on the technology stack, and level of detail to communicate with response teams, which is very hard to do at scale.
How BigPanda helps	Faster mean-time-to-know.	Faster mean-time-to-resolve.	Fewer escalations and ITSM tickets.
Business value	Save up to 10 minutes per incident by automatically sharing easy-to-understand titles and summaries with distributed teams using ITSM or chat tools.	Pinpoint outage cause by automatically identifying changes to distributed infrastructure and applications.	Provide first responders with incident context in natural language so they can quickly understand and resolve low-level incidents themselves.

Enterprise Strategy Group by TechTarget

"Generative AI works best when it's given good data such as alert information enriched with other data types to help AI develop accurate conclusions."
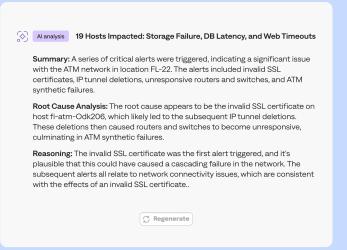
Jon Brown,
Senior Analyst, Enterprise Strategy Group

Robert Half®

"The rapid, automated extraction of meaningful insights from our complex IT alert environment not only makes us better at L1 response, but also reduces escalations to our L2 and L3 experts."

Jeremy Talley,
Lead Operations Engineer, Robert Half International

AI analysis **19 Hosts Impacted: Storage Failure, DB Latency, and Web Timeouts**

Summary: A series of critical alerts were triggered, indicating a significant issue with the ATM network in location FL-22. The alerts included invalid SSL certificates, IP tunnel deletions, unresponsive routers and switches, and ATM synthetic failures.

Root Cause Analysis: The root cause appears to be the invalid SSL certificate on host fi-atm-Odk206, which likely led to the subsequent IP tunnel deletions. These deletions then caused routers and switches to become unresponsive, culminating in ATM synthetic failures.

Reasoning: The invalid SSL certificate was the first alert triggered, and it's plausible that this could have caused a cascading failure in the network. The subsequent alerts all relate to network connectivity issues, which are consistent with the effects of an invalid SSL certificate..

↻ Regenerate