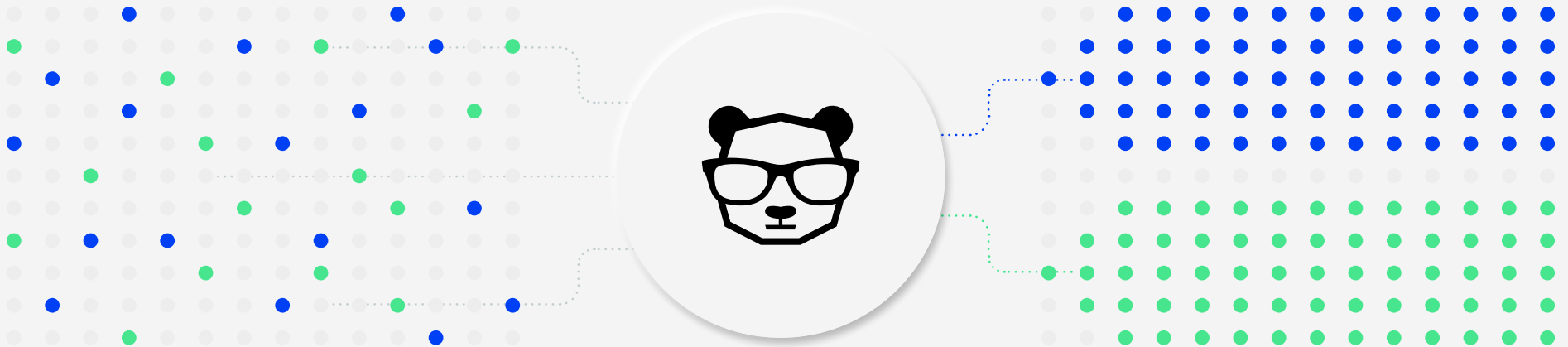


# Enhance the value of observability and monitoring tools

Maximize the benefits of core tools using an AIOps platform to improve IT efficiency and system performance.





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# The state of observability and monitoring

Effective monitoring and observability practices are critical for modern enterprises. Daily operations, digital transformation, and an ever-evolving tech stack require your teams to monitor increasingly complex systems. This complexity creates a lot of noise, making it extremely difficult to gain end-to-end visibility.

Common challenges that enterprises face when establishing an effective observability and monitoring practice include:



## Tool sprawl

The average BigPanda customer uses more than 20 observability and monitoring tools. Each tool has a separate console, workflow, and data, making it difficult for IT teams to gain a unified view of the entire infrastructure.



## Incident resolution speed

Observability tools lack the context, actionable insights, and automated remediation processes necessary to minimize mean time to resolution (MTTR).



## Manual work

Observability tools require manual effort, escalations to specialists, and complicated workflows to translate their output into actions.



## Tuning and improvement

It's important to continually track, tune, reconfigure, and improve your observability tools.



Observability and monitoring tools provide vital information. Effective observability and monitoring strategies require data collection from multiple sources. And although having more tools creates more complexity, variety is necessary. No single observability or monitoring tool provides comprehensive visibility across the entire technology stack.

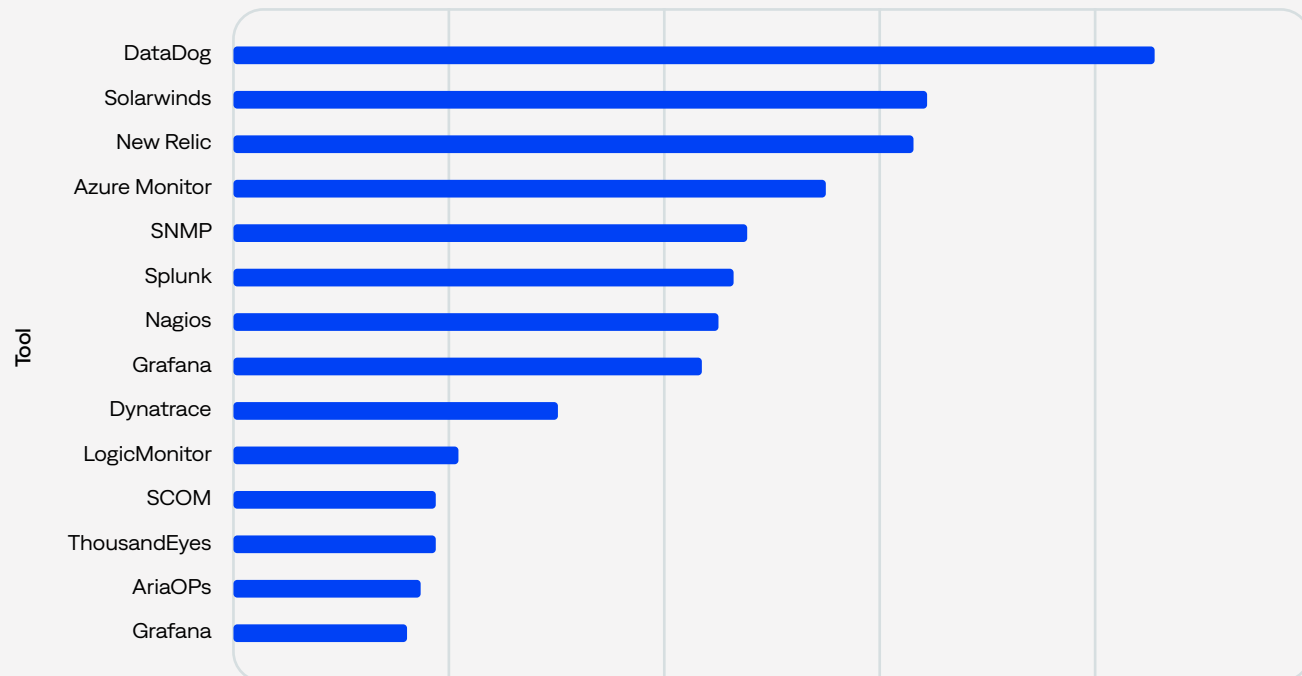
As a result, teams have to manually manage multiple dashboards to understand what's happening in their environment. Advances in AIOps, AI, and machine learning can bring those disparate tools together and turn the information they generate into actionable steps.

BigPanda analyzed the top integrations our customers use. Each solution provides distinct value when combined with contextual data and [event enrichment](#).



Learn more in "[Tame complexity: Understand observability tools](#)" on the BigPanda blog.

Top observability and monitoring tools used by BigPanda customers





## Tools alone aren't enough

Observability and monitoring tools don't solve problems; they provide the raw data you need to reduce alert noise, prioritize alerts, develop full context, and automate incident resolution responses. AIOps bridges critical gaps and brings disparate tools into a single platform. AIOps also enriches the data with vital context to [reduce noise and make alerts](#) actionable. For example:



### Data contextualization

Combine observability with additional data [sources like CMDB](#), change, and topology to make that data actionable.



### Intelligent alerts

Fine-tune alerting mechanisms, reduce alert noise, and ensure operators can act immediately.



### Root-cause analysis

Analyze complex relationships within an IT environment to accelerate root-cause investigation and shorten MTTR.



### Automation

Use insights from observability tools to automate routine operational tasks, reduce manual work, and enhance efficiency.



### Predictive analysis

Forecast potential issues before they impact system performance and provide insights to prevent future problems.



### Tool consolidation

Create a unified view of information from multiple observability tools. Gain clear insight into the performance and value of observability and monitoring tools.



*“By leveraging AIOps and BigPanda, we can ensure the highest level of availability by making sure that we are aware of issues in our environment and are able to resolve them quickly.”*

Alvin Smith

Vice President, Global Infrastructure and Operations,  
[IHG Hotels & Resorts](#)

When paired with observability tools, [AIOps provides complementary capabilities](#) to help proactively resolve incidents and improve IT operations. AIOps uses AI and ML to support observability, process large data volumes, identify irregularities, and automate responses. As a result, you get a better perspective of system performance and potential issues to help maximize uptime.



## AIOps delivers comprehensive visibility and actionable insights

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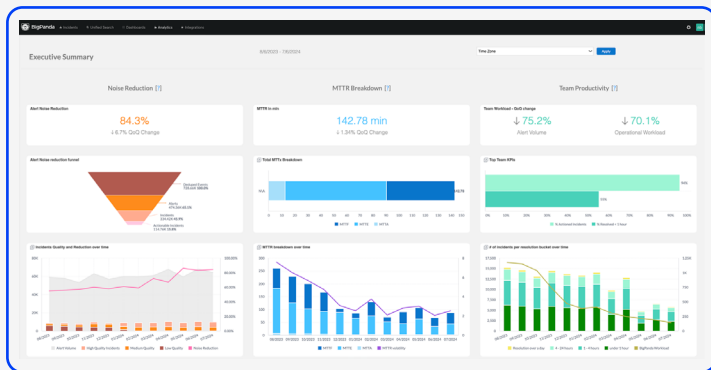
*“Don’t wait to start your AIOps journey once you are overwhelmed with alerts. Start early to get a single pane of glass to understand which monitoring tools you need.”*

Sanjay Chandra

Vice President of Information Technology, [Lucid Motors](#)

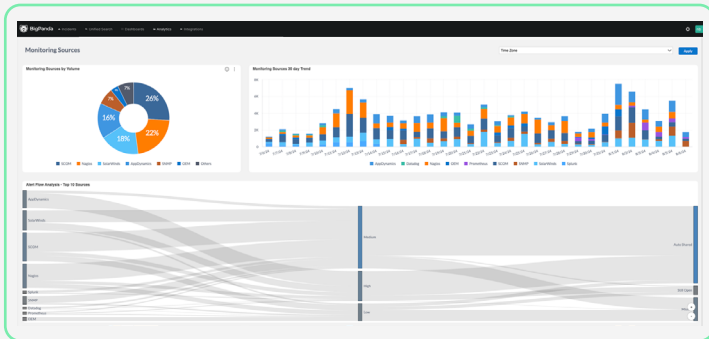
Observability is just one component of modern performance management. Maximizing uptime and reducing MTTR calls for AIOps-powered actionability within your monitoring and performance management workflows. [More than half of organizations](#) deploy AIOps as part of their observability practice.

## Improve visibility into IT operations

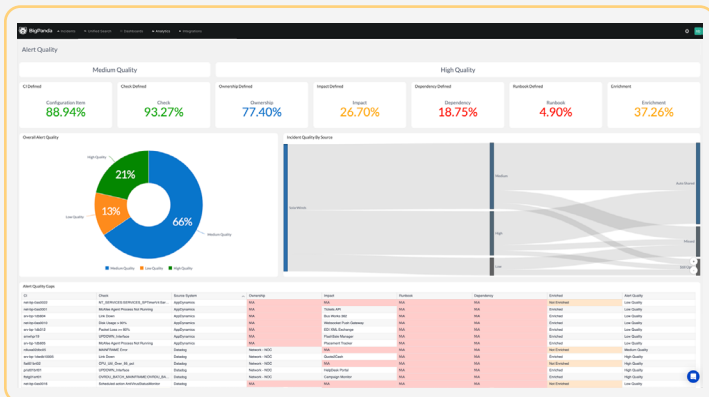


Operators can use [AI to analyze](#) vast quantities of observability and monitoring data to detect unusual patterns and put focus on top-priority issues. [BigPanda Unified Analytics](#) consolidates these into a single view, providing end-to-end visibility of your IT environment.

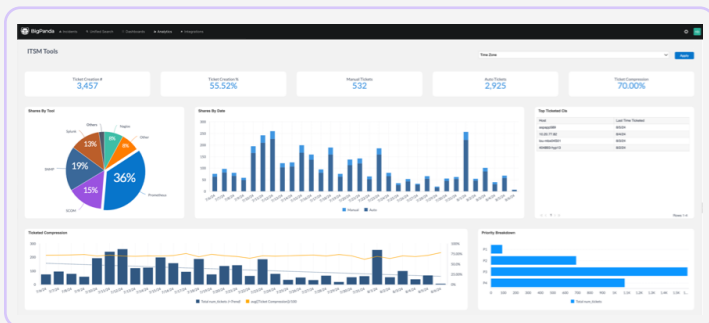
BigPanda unifies fragmented observability and monitoring data so you can assess tool performance using parameters such as alert quality, noise reduction, and others. You can compare tool productivity, identify gaps and overlapping coverage, and evaluate their relative value to the organization. BigPanda Unified Analytics comes with multiple dashboards to help improve the actionability and demonstrate the value of your observability and monitoring stack.



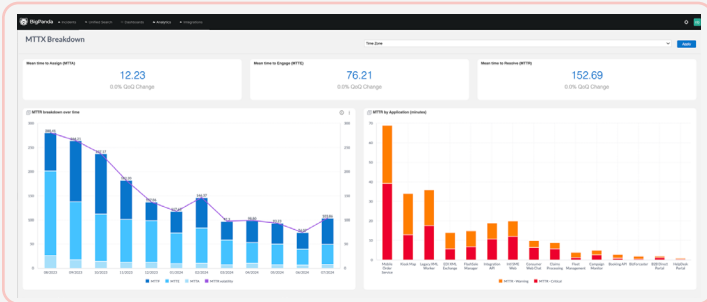
The [Monitoring Sources dashboard](#) provides a complete picture of all observability and monitoring sources and the events ingested into BigPanda. You can understand how BigPanda interacts with your monitoring tools, including alert volumes, actionable alert percentages, and signal-to-noise ratio.



The [Alert Quality dashboard](#) provides in-depth insights into the quality of alerts from each integrated observability tool. Assess actionability based on critical criteria, including host/CI data, priority, and additional context from runbooks, dependencies, and enrichment. The gaps table shows what information is missing from alerts so you can tune your monitoring sources to improve alert quality.



The [ITSM Tools dashboard](#) shows the outbound integrations receiving BigPanda incidents. It provides detailed insights into how BigPanda interacts with ITSM tools, including ticket automation and compression. This dashboard can help you evaluate the effectiveness of automated ticketing and identify which applications are generating the most tickets.



The [MTTx Breakdown dashboard](#) helps your teams measure trends and statistics for organizational MTTx. This dashboard offers clear visibility into the speed at which your teams detect, assign, and resolve incidents. Use the visualizations to understand how low-quality alerts impact your team's ability to respond effectively to incidents.

Unified Analytics supplies a comprehensive view of your observability stack, enabling you to evaluate the utility and value of tools objectively. With the correct data, it's easier to understand their downstream impact and identify optimization opportunities during a consolidation effort.

“

*“BigPanda Unified Analytics helps unify monitoring and observability data into a single pane of glass. The dashboards help us avoid surprises and illuminate ways we can optimize incident management workflows.”*

Lukas Johnson

Lead IT Infrastructure Engineer, Lumen Technologies

LUMEN®



Learn more about [tool consolidation](#) using quantitative evaluation techniques.





## Get more from observability and monitoring tools

Enhancing observability and monitoring tools with context and awareness through AIOps is critical to long-term success. BigPanda can help maximize the value and impact of your investments. Beyond [out-of-the-box integrations](#), the BigPanda [Open Integration Hub](#) allows IT teams to connect to virtually any monitoring tool. Empower your teams to automate tasks, streamline alerts, quickly resolve incidents, and enhance the tuning, improvement, and rationalization of your observability tools.

BigPanda helps organizations accelerate and transform incident management, from detection and investigation to resolution. With AIOps from BigPanda, you can rapidly mobilize the right teams and experts and avoid unnecessary escalations. Incident responders are freed from repetitive processes and wasted time to focus on innovation and improving operational efficiency.

“

*“With the help of BigPanda, we reduced incidents by 69% and significantly improved IT operational efficiency.”*

Samy Senthivel  
Director of Observability Services, [Autodesk](#)

 **AUTODESK**



### Next steps

Learn more about the BigPanda platform elements:

- [Alert Intelligence](#)
- [Incident Intelligence](#)
- [Automated Incident Analysis](#)
- [Unified Analytics](#)

[Explore case studies](#) to learn how organizations across industries benefit from AIOps improvements.



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[bigpanda.io](https://bigpanda.io)