

Three ways to maximize ServiceNow performance

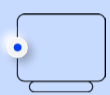
Accelerate incident response, reduce ticket volume, and enhance service quality natively within ServiceNow.

Increase the value of your service management investments by providing your teams with better information about incidents directly within ServiceNow.

BigPanda integrates with ServiceNow to improve efficiency and accelerate incident management. Use BigPanda AIOps to reduce ticket volume and give teams actionable insights into incident severity, impact, and root cause.

Operationalize CMDB management

Improve visibility across ITSM by automatically identifying configuration items (CIs) referenced in alerts but missing from the configuration management database (CMDB).



Automate CI discovery to enhance CMDB accuracy.



Improve visibility to identify and prioritize incidents. Reduce blind spots.



Improve IT service delivery and efficiency.

Reduce noisy, unactionable tickets

BigPanda correlates events and creates smart tickets with rich operational context populated in native ServiceNow fields and tables. Track the status and priority of each alert and distribute responsibilities within one ticket.



Distill thousands of alerts into a few smart tickets.



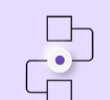
Enrich ServiceNow tickets with contextual data.



Improve incident visibility and speed resolution.

Accelerate incident response

Use AI to provide context and help responders remediate incidents more effectively. Teams benefit from real-time, AI-powered insights, such as incident impact, root cause, and similar historical incidents within ServiceNow.



Automate the service ticket lifecycle.



Speed up triage and reduce escalations.



Expedite root-cause investigation and time to resolution.

It is challenging for incident responders to sort through tickets to identify priority incidents and research likely root causes. BigPanda helps reduce ticket volume, identify cause, and understand incident impact directly within ServiceNow.

[Learn more](#)