BigPanda

Root Cause Analysis, powered by AIOps

BigPanda's Root Cause Analysis enables rapid incident and outage resolution.

Identifying the root cause of a poorly performing application is one of the biggest challenges for enterprise IT Ops, NOC, DevOps and SRE teams. Issues have moved up the stack, to complex application architectures, databases, cloud services and their inter-dependencies. Modern IT environments experience thousands of changes every week, and each change has the potential to cause an unintended outage or disruption. Without Root Cause Analysis (RCA) techniques that are built for these modern IT environments, teams must go on a scavenger hunt, manually sifting through thousands of IT alerts and changes to triangulate on the root cause.

BigPanda lets organizations quickly drill down and isolate the root cause of incidents and outages. It automatically identifies changes to infrastructure and applications that cause most outages and incidents today, and it exposes lower-level infrastructure problems. Instead of wasting hours or days on bridge calls trying to find the root cause of outages, IT Ops teams can now identify root cause in minutes and take action quickly.

Embrace complexity
Maintain SLAs with hybrid IT stacks that are complex and always changing.

Reduce escalations
Empower Level-1 teams with the data they need to solve problems quickly.

Shrink MTTR
Accelerate incident investigations so problems are resolved more efficiently.
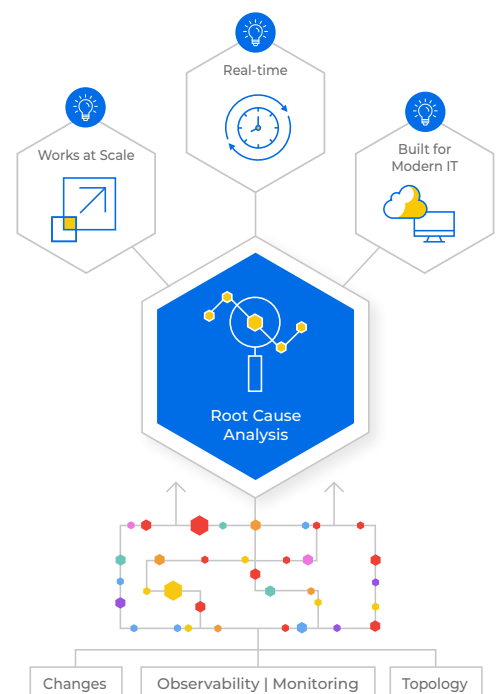
AUTODESK.

Autodesk, a leader in 3D design, engineering and entertainment software, was able to resolve 69% of incidents at the NOC, without escalating them to engineering.

How it works

Modern IT environments are complex and chaotic, and therefore a single RCA technique cannot address all types of incidents and outages. That's why BigPanda provides a range of features and capabilities that together provide a comprehensive solution for any scenario.

BigPanda's Root Cause Analysis capability uses Open Box Machine Learning to help organizations identify changes in infrastructure and applications that cause the majority of today's incidents and outages. In addition, BigPanda identifies low-level infrastructure issues that cause problems.

By pinpointing the root cause of incidents in real-time, BigPanda helps organizations and their operations teams rapidly investigate and resolve them.

Works at Scale • Real-time • Built for Modern IT

Root Cause Analysis

Changes | Observability | Monitoring | Topology

BigPanda identifies related environment changes that may have caused an incident and provides clear explanations on why a particular change is suspected. It also automatically names incidents based on the most critical dependency.
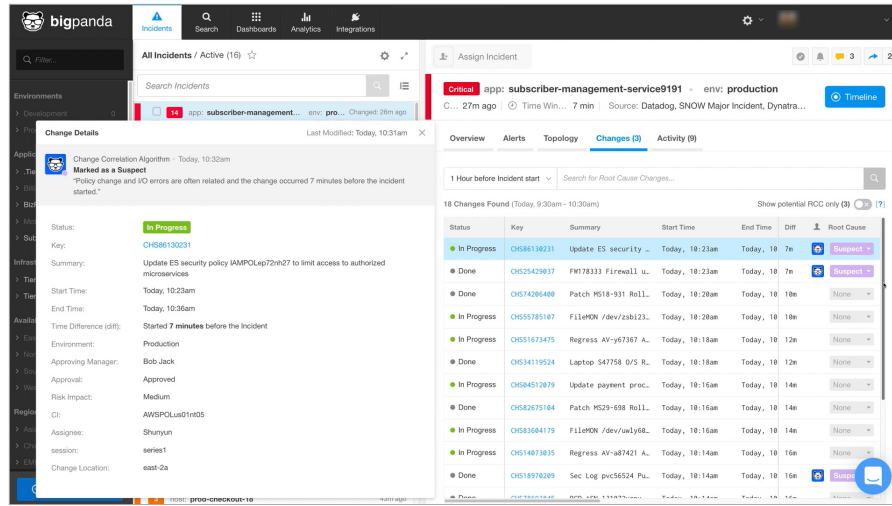
Key Capabilities

✓ **Root Cause changes**

BigPanda can surface the problem change right alongside the incident. Once integrated with all your change feeds/tools, BigPanda aggregates environment change data (new changes and updates to changes) and normalizes them. Then, BigPanda's Open Box Machine Learning technology analyzes these changes against existing incidents in real-time, to identify and surface root cause changes alongside that incident.

✓ **Real-time topology**

Topology-based analysis increases the efficiency of finding the probable cause. BigPanda's Real-Time Topology Mesh creates a full-stack, real-time topology model that captures dependencies between networks, servers, clouds and applications. BigPanda's Open Box Machine Learning technology then correlates monitoring alerts against this topology model and surfaces the probable root cause dependency of incidents with a high degree of accuracy.

✓ **Dynamic titles**

Dynamic incident titles can display probable root cause at a glance. BigPanda surfaces the common denominator of incidents, often the root cause of incidents and outages, in real-time, and displays it as the incident's title. As new alerts are collected and added to the incident, BigPanda dynamically updates the incident title. With dynamic incident titles, operations teams always have access to the latest, up-to-date probable root cause.

✓ **Incident timelines**

Incident timelines show the evolution of an incident over time. To help operations teams understand when an incident started and how it evolved, BigPanda provides an Incident Timeline view. The Timeline shows when each alert associated with the incident occurred and in what order, so users can trace the probable root cause more quickly and resolve the incident faster. It also shows when alerts clear, or when they flap on and off. BigPanda's Timeline makes it easy for teams to visualize an incident's evolution over time.

✓ **Deep links**

BigPanda was designed to provide easy access to insights from other domain-specific tools using the Deep Links feature. The Deep Links feature turns BigPanda into an intelligent gateway for operational context and can link to investigation or root cause info collected from other systems or tools. With deep links, relevant dashboards or metrics in other monitoring tools, related searches in log management tools, or related runbook articles in knowledge bases are just one click away. This boosts Level-1 resolution rates and slashes MTTR.

If you have an opportunity you want to partner on, reach out to info@bigpanda.io or call (650) 562-6555.