

aws marketplace

BigPanda

Reviews, tips, and advice from real users



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Product Recap



BigPanda

BigPanda Recap

BigPanda Autonomous Operations platform is a cutting-edge solution that helps IT Ops, NOC and DevOps teams detect, investigate, and resolve IT incidents faster and more easily than ever before. Powered by Open Box Machine Learning, BigPanda correlates IT noise into insights, automates incident management, and unifies fragmented IT operations.

BigPanda's Autonomous Operations platform increases the ease with which IT administrators are able to both manage their systems and respond to issues that arise. It combines machine learning and automation, which not only provide administrators with reliable suggestions concerning future issues that may arise, but also allows for certain tasks to be assigned to the system itself. These allow organizations to save both time and resources that can be dedicated to more critical tasks.

BigPanda's Autonomous Operations platform possesses a simplified and unified user interface, enabling users to manage the solution from one place. The UI allows users to view and manage all of the information and controls that IT teams need to be able to easily access, providing a level of visibility that ensures users will be able to view all of their system's most up-to-date and critical information at any time that they wish.

Benefits of BigPanda Autonomous Operations Platform

Some the benefits of using BigPanda's Autonomous Operations platform include:

- The ability to **autonomously detect and respond** to IT issues. BigPanda's Autonomous Operations software autonomously searches for and detects issues. When found, its level-zero feature can then handle elementary tasks such as threat prioritization, which would otherwise require a dedicated team to handle. The solution can be adapted to meet your organization's specific requirements.
- The ability to receive new threat suggestions based on **historical data**. Armed with this knowledge, BigPanda's Autonomous Operations's machine learning algorithm makes reliable predictions of issues that might come up in the future.
- The ability to manage BigPanda's Autonomous Operations platform and view both real-time and historical data from a **single interface**. BigPanda's Autonomous Operations platform UI is a centralized location where all levels of your organization's IT teams can view system data and manage situations that may arise. The data displayed on this interface is always up-to-date. IT teams have the latest relevant information available to them at all times without having to conduct a search.

Reviews from Real Users

BigPanda's Autonomous Operations platform stands out among its competitors for a number of reasons. Two major ones are its centralized user interface and its ability to easily integrate

with other security solutions. The centralized UI gives users the ability to clearly see all their alert data in a single location without having to search for it. Its easy integration allows administrators to augment their IT security capabilities when they find it necessary to do so.

PeerSpot user Larry C., the principal engineer in charge of site operations for a tech vendor, notes this benefit when he writes, "Alert aggregation was the primary requirement. BigPanda [pulls all this together into a single UI for us](#), allowing us to see related alerts grouped together into an incident, and enables us to easily create a JIRA ticket and Slack channel to manage an issue."

Another PeerSpot user, who is an independent entrepreneur in the IT environment at a tech services company, notes the flexibility of this platform when they write "BigPanda [integrates](#) well with other solutions, such as WatchGuard."

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “BigPanda is different; it is a tool relied on by many enterprises, fitting over existing toolsets rather than trying to replace them, which makes it non-competitive to many existing alerts and monitoring tools.”



Michael Wenn

CEO / Co-Founder at AioPs Ltd

- ✓ “Overall, I rate BigPanda as a nine out of ten.”



Atharva Jagdale

Engineer - Cloud and Infrastructure Services at a tech vendor with 10,001+ employees

- ✓ “I rate BigPanda nine out of ten.”



Maria Geovith Kamlay

System Operation Associate at a financial services firm with 10,001+ employees

- ✓ “The most valuable features of BigPanda include event deduplication, correlations, and enrichment, which reduce the noise in the environment.”



RajneeshKumar3

Manager Observability at ICE

- ✓ “BigPanda simplifies the process by consolidating multiple monitoring platforms into a single console where I can view all issues.”



Sneha Vigneshwari

Works

- ✓ “I would definitely recommend BigPanda for its time-saving features, root cause analysis, topology overview, and visual event representation capabilities.”



CHANTI BANOTH

Software Engineer at Trianz

- ✓ “BigPanda improves service reliability with instant resolution, increased uptime, and reduced mean time to resolution, thus enhancing service quality.”



Verified user

Technical Lead

What users had to say about valuable features:

BigPanda collects the root cause of events, providing all past data and information in one place. This makes it easier to solve issues based on past incidents.

BigPanda's automation uses enrichment mapping files, reducing wait times for incident response. The platform's AI analyzes alert sources and root causes, enhancing real-time incident management and enabling automated resolution.

CHANTI BANOTH

Software Engineer at Trianz

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The feature I find most valuable in BigPanda is the capability to independently resolve incidents. After getting errors from Autosys, I document them in work notes. Receiving confirmation from the L2 team enables me to resolve incidents efficiently. This tool is particularly helpful during high volumes of incidents, such as during maintenance or release periods. Even during suppressions when other tools are unavailable, BigPanda provides alerts, enabling me to track incidents effectively, follow up, and resolve them promptly.

Maria Geovith Kamlay

System Operation Associate at a financial services firm with 10,001+ employees

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The alert enrichment feature is the most valuable feature I recommend for any organization using BigPanda. Additionally, unified analytics is another significant feature, especially for those interested in data analytics and statistics. Unified analytics in BigPanda allows users to create various dashboards using existing data. Despite some deprecated built-in dashboards from BigPanda over a year ago, my team successfully implemented our own dashboards utilizing unified analytics. Although there were integration issues, BigPanda extended support to meet our project deadlines.

Atharva Jagdale

[Read full review](#) 

Engineer - Cloud and Infrastructure Services at a tech vendor with 10,001+ employees

BigPanda, being an AIOps platform, efficiently handles a bulk of incidents by using AI to process them as a single request, creating a solution or root cause for the customer. It reduces the homework for us by minimizing human intervention. The alert functionality provides immediate notification of red alerts, prompting required actions and informing customers of service impacts. BigPanda improves service reliability with instant resolution, increased uptime, and reduced mean time to resolution, thus enhancing service quality.

Verified user

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Technical Lead

The most valuable features of BigPanda include event deduplication, correlations, and enrichment, which reduce the noise in the environment. It can correlate multiple issues within a single device, create a single incident, and thus reduce noise and provide faster resolution. Furthermore, it offers out-of-the-box integrations with tools like ServiceNow and Teams, allowing auto-sharing on Teams channels. Updates made in Teams can be reflected back into BigPanda.

RajneeshKumar3

Manager Observability at ICE

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“In my opinion, the best feature of BigPanda is its speed in terms of deployment. It has very strong integration with all of the major platforms and workflows that organizations need. The biggest customers are enterprises like HSBC and Barclays. Implementing something effective for them that dramatically reduces meantime to repair and the number of incidents is substantially difficult, as projects can often extend three years with very small results. BigPanda is different; it is a tool relied on by many enterprises, fitting over existing toolsets rather than trying to replace them, which makes it non-competitive to many existing alerts and monitoring tools. It enhances existing systems to provide actionable intelligence for business solutions..”

Michael Wenn

CEO / Co-Founder at Aiops Ltd

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Other Solutions Considered

Before using BigPanda, I did not use any other solutions for these use cases. Currently, I am using Datadog, which also has incident handling features similar to BigPanda.

Atharva Jagdale

Engineer - Cloud and Infrastructure Services at a tech vendor with 10,001+ employees

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I used Netcool by IBM previously. We migrated to BigPanda because of its advanced features like root cause analysis and AI, which Netcool lacked. Netcool is not suitable for large environments.

CHANTI BANOTH

Software Engineer at Trianz

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I have used Splunk for managing alerts related to specific applications, and I am aware that Datadog offers similar functionalities. I also use other solutions like ThousandEyes for URL issues, which integrate with BigPanda to provide alerts.

Maria Geovith Kamlay

System Operation Associate at a financial services firm with 10,001+ employees

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In my current role, I have experience with solutions like ServiceNow, BMC Remedy, Freshservice, and Zendesk. ServiceNow is one of the best for ticketing due to its concise workflows.

Verified user

Technical Lead

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ROI

Real user quotes about their ROI:

BigPanda offers significant time-saving, cost-saving, and resource-saving benefits. It centralizes multiple functions on a single platform, which streamlines operations and improves efficiency.

Verified user

Technical Lead

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Use Case

I use BigPanda primarily for operations teams, including network operations, system operations, and different operations teams for event management. We use it to monitor system alerts and create incidents based on those alerts.

RajneeshKumar3

Manager Observability at ICE

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I am currently working as a troubleshooting member. I receive incidents or alerts that automatically generate incidents through ServiceNow. As of now, I am just using it for alert analysis.

Sneha Vigneshwari

Works

[Read full review](#) 

“BigPanda's main use case is AI Ops, focusing on observability with AI detection and prevention as a filtering mechanism for alerts and related work. AIOps is the headline for the solution. The tool performs complex work that may seem simple on the surface but is actually quite sophisticated. BigPanda works entirely on the incident side, automating the aspects of IT operations and service management..”

Michael Wenn

CEO / Co-Founder at Aiops ltd

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In my role, I receive incidents from ServiceNow, which then alert me through BigPanda. Once I am alerted, I receive notifications in Outlook to check the incident and its description, such as job failures or errors. I then add work notes in BigPanda and, if necessary, escalate the BigPanda incident to the L2 DB team or the shows team for further action. My main goal is to resolve issues quickly, typically within five to ten minutes, or escalate them to the appropriate level two or three team.

Maria Geovith Kamlay

[Read full review](#) 

System Operation Associate at a financial services firm with 10,001+ employees

My actual work with BigPanda involved integrating it with Google Cloud Platform (GCP), PagerDuty, Datadog, and Splunk. My company uses GCP for data storage and system management. We manage alerts from these systems using BigPanda. The tool was configured to execute a sequence of actions when alerts are triggered, involving manual intervention to assign alerts to users and calculate SLA metrics such as Mean Time to Detect, Mean Time to Engage, Mean Time to Action, Mean Time to Escalate, and Mean Time to Resolve. Besides alert management, we used BigPanda for notification management related to maintenance deployments.

Atharva Jagdale

[Read full review](#) 

Engineer - Cloud and Infrastructure Services at a tech vendor with 10,001+ employees

We use BigPanda as an event correlation tool. We use Dynatrace and various infrastructure monitoring tools, like Dynatrace, New Relic, and Splunk. BigPanda manages or aggregates all the events from these monitoring tools, providing event management and event correlation for mappings. We use BigPanda in conjunction with ServiceNow as an ITSM tool.

CHANTI BANOTH

Software Engineer at Trianz

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

In my current organization, I have limited access to BigPanda with admin rights but not at the architectural level. I don't have any integration experience with BigPanda.

CHANTI BANOTH

Software Engineer at Trianz

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The initial setup took about a week to stabilize. We encountered challenges such as false incidents and incorrect data display, which required us to modify scripts for accuracy.

Sneha Vigneshwari

Works

[Read full review](#) 

The initial setup was a bit challenging as I had to figure out how to create incidents, check alerts, update notes, and manage incident escalations across groups. However, with regular usage, I became familiar with it, especially during periods of high incident volume when BigPanda's functionality proved invaluable.

Maria Geovith Kamlay

[Read full review](#) 

System Operation Associate at a financial services firm with 10,001+ employees

On a scale from one to ten, I would rate the ease of installation of BigPanda at around seven. Some complex aspects require coding, which can be challenging for those not proficient in it. However, creating integrations is easy, and vendor-managed upgrades relieve customers of that burden.

RajneeshKumar3

[Read full review](#) 

Manager Observability at ICE

“The initial setup is not complex, we did it ourselves in-house. Deployment time depends on the application. If it's a large application it will take some time to set up. For a small application, implementation can be done in five minutes. We currently have over 100 users. .”

Verified user

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DevOps Engineer at itorizon

“The initial setup of BigPanda's difficulty level depends on the environment. For example, it depends on the level of security we go through, and how many design approvals need to do. However, it is technically straightforward, but the process to navigate receiving the architecture approval, and security clearance, varies from customer to customer.

The deployment time depends on the complexity, but typically it is at least two months to complete..”

Verified user

Automation Solution Architect at a tech services company with 10,001+ employees

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Customer Service and Support

Earlier we faced a CrowdStrike issue, during which we collaborated with BigPanda technical support. Their collaboration was good, and I would rate them nine out of ten.

CHANTI BANOTH

Software Engineer at Trianz

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I would rate BigPanda's technical support an eight. They are generally fast with their responses, although there might be some delays when escalating to the next level.

RajneeshKumar3

Manager Observability at ICE

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The point of contact at BigPanda, a Technical Account Manager, was helpful, but was not deeply involved in technical resolutions. Unfortunately, they are no longer with BigPanda. If BigPanda can consistently provide such competent contacts, I would rate the support ten out of ten, otherwise, it is an eight out of ten.

Atharva Jagdale


Engineer - Cloud and Infrastructure Services at a tech vendor with 10,001+ employees

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“I would rate technical support from BigPanda at a seven out of ten. They are a smaller company, and I am quite particular about support. I would say seven or eight out of ten is fair. Companies like CoreLogix, which is a log platform, achieve ten out of ten due to their responsiveness, whereas BigPanda's response time is more standard, typically taking about twenty-four hours..”

Michael Wenn

CEO / Co-Founder at Aiops Ltd

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“Their support organization has been great to work with. They are very responsive to issues we raise and are proactive in contacting us when they detect a problem with our instance. Additionally, they have been extremely flexible in working to meet our requirements - creating custom integrations where needed - to tie in all our monitoring and incident management tools..”

Larry Cassidy

Principal Engineer, Site Operations at a tech vendor with 5,001-10,000 employees

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Other Advice

I recommend BigPanda for making human effort less and ensuring faster incident resolution, which prevents SLA violations. Overall, I would rate BigPanda eight out of ten.

Sneha Vigneshwari

Works

[Read full review](#) 

Overall, I rate BigPanda as a nine out of ten. This rating assumes that everything is up to date and working well; otherwise, it would be between eight to nine point five. I would suggest ensuring that the solution is regularly updated and monitored for effective performance.

Atharva Jagdale

Engineer - Cloud and Infrastructure Services at a tech vendor with 10,001+ employees

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I would definitely recommend BigPanda for its time-saving features, root cause analysis, topology overview, and visual event representation capabilities. I rate BigPanda a nine out of ten.

CHANTI BANOTH

Software Engineer at Trianz

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I highly recommend BigPanda as it significantly reduces organizational noise and streamlines the resolution process by providing a single console for monitoring and addressing issues. Overall, I would rate BigPanda as a seven out of ten.

RajneeshKumar3

Manager Observability at ICE

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For potential users, consider BigPanda for enhanced incident management, improved service reliability, and enhanced IT operations. A single screen with multiple modules simplifies monitoring. Based on my experience, I would rate BigPanda a six point five to seven out of ten due to limited access to reporting features compared to other tools. Overall, I would rate the solution seven out of ten.

Verified user

Technical Lead

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“Regarding the pricing of BigPanda, I feel that their pricing is below market price.

It could be significantly more expensive given the impact on OpEx savings and customer satisfaction scores. They sell it at a remarkable value, and in my opinion, it is underpriced. They have been fair and flexible with their pricing to ensure it still shows value for money.

“The most common deployment model among my clients for BigPanda is typically cloud-based technology. This SaaS-based solution integrates with their cloud, allowing events and alert trees to push through their platform, providing a dashboard with intelligence. It features bidirectional integration, for example, pushing information into ServiceNow and updating tickets back into BigPanda, making it a straightforward SaaS deployment that is much easier than many other companies.

“BigPanda operates on AWS, though I am not entirely certain as it is their company platform and may change.

“I give this review an overall rating of nine out of ten..”

Michael Wenn

CEO / Co-Founder at Aiops Ltd

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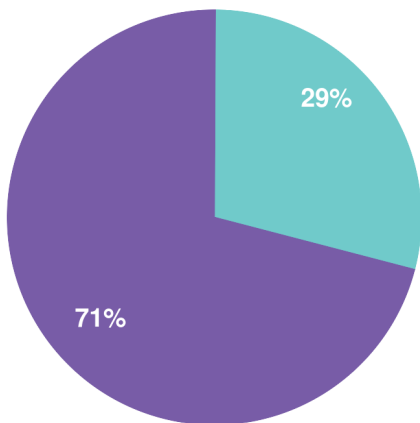
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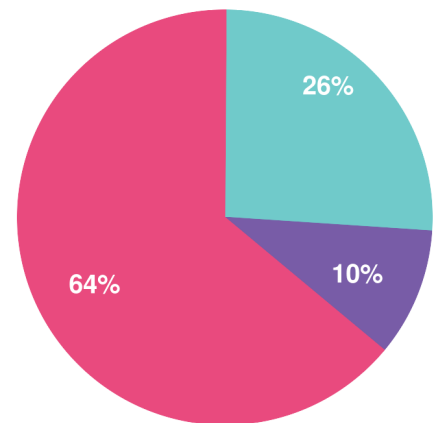
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