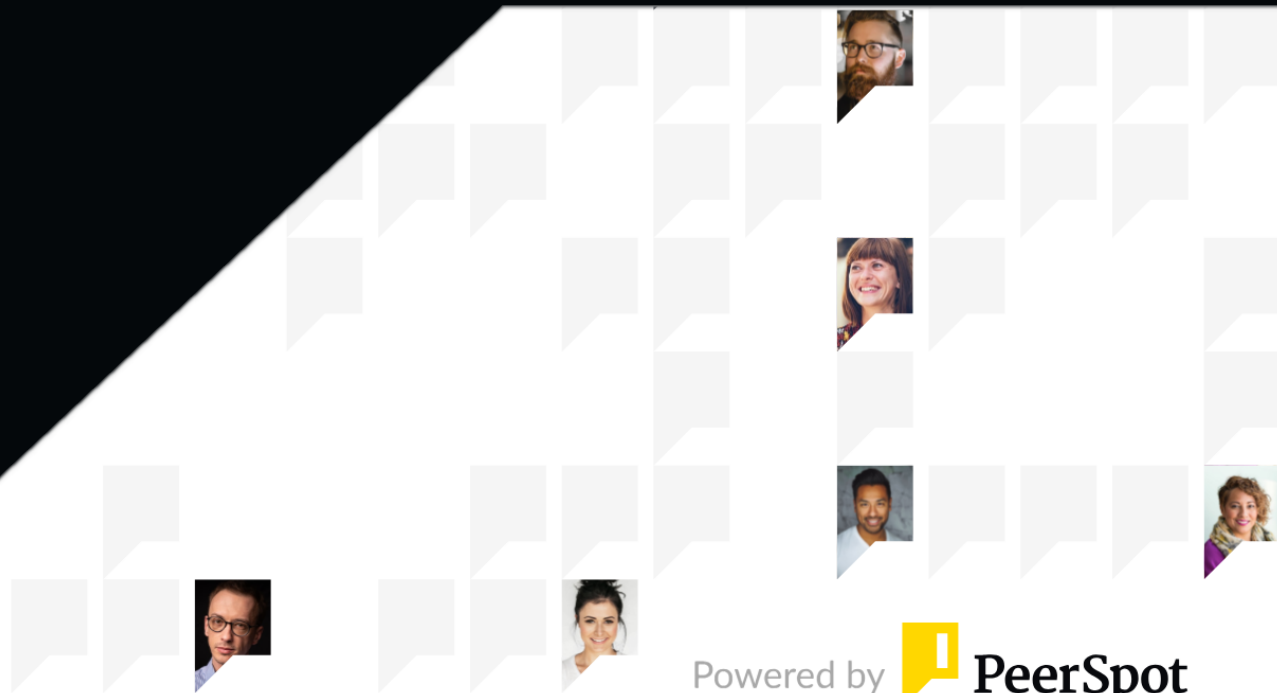


aws marketplace

BigPanda

Reviews, tips, and advice from real users



Powered by  PeerSpot

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 9

Other Solutions Considered..... 10 - 11

ROI..... 12

Use Case..... 13 - 15

Setup..... 16 - 18

Customer Service and Support..... 19 - 20

Other Advice..... 21 - 23

Trends..... 24 - 25

About PeerSpot..... 26 - 27

Product Recap



BigPanda

BigPanda Recap

BigPanda enhances incident management through root cause analysis, alert deduplication, and event correlation. The AI-driven platform is designed for environments with high alert volumes, providing insights for data-driven decisions and seamless integration with tools like ServiceNow and Teams.

BigPanda addresses the complexities of incident management by offering an AI-focused approach to anomaly detection. Automation improves response times, while unified analytics supports informed decision-making. Despite AI integration and usability needing enhancement, the platform simplifies observability and ticketing through integrations with New Relic and Slack. Features like enrichment mapping and unified search improve functionality, though reporting and visualization aspects require development.

What are the key features of BigPanda?

- **Root Cause Analysis:** Efficient identification of the sources of incidents.
- **Alert Deduplication:** Reduces alert noise by consolidating duplicates.
- **Event Correlation:** Connects related alerts for easier incident management.
- **Automation:** Streamlines processes for faster response times.
- **Seamless Integration:** Connects with tools like ServiceNow and Teams.

What benefits or ROI can users find in reviews?

- **Increased Efficiency:** Automates incident management tasks.
- **Operational Insights:** Provides valuable analytics for strategic decisions.
- **Improved Collaboration:** Integrates notifications with Slack and other platforms.
- **Reduced Alert Fatigue:** Deduplication and suppression improve focus on critical issues.

BigPanda is widely implemented in industries focusing on observability and predictive analysis, providing efficient alert processing and incident management. Users utilize its capabilities to seamlessly integrate with solutions like Dynatrace, particularly in environments that handle high volumes of alerts, ensuring effective notification delivery through various platforms.

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



“The features of BigPanda that have most improved my incident response times include AIOps, correlation pieces, and grouping, which is a big win for us.”



KiranMs

Director Of Engineering at Broadcom Inc.



“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 rate BigPanda nine out of ten.”



Maria Geovith Kamlay

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



“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 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

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

[Read full review](#) 

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[Read full review](#) 

Technical Lead

“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

[Read full review](#) 

“The features of BigPanda that have most improved my incident response times include AIOps, correlation pieces, and grouping, which is a big win for us. The timelines it groups on specific mentions are considerable advantages.

“BigPanda's automation and correlation features impact my operations by reducing incident count due to its capability to project parent-child relationships across incidents. Grouping them together helps narrow down issues faster, and resolution also improves because I can focus on impact-specific issues rather than multiple issues, which made determining impact difficult in the past..”

KiranMs

Director Of Engineering at Broadcom Inc.

[Read full review](#) 

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

[Read full review](#) 

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

[Read full review](#) 

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

[Read full review](#) 

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

[Read full review](#) 

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

[Read full review](#) 

“From an operational perspective, while I do not have much detail about costs, I can say that resource count has probably reduced by about ten to twenty percent due to the reduced incident count, which enables me to identify issues faster, meaning business recovery is quicker. Certain internal applications that users faced issues with are restored at faster time intervals, which I can vouch for..”

KiranMs

Director Of Engineering at Broadcom Inc.

[Read full review](#) 

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

[Read full review](#) 

“The overall use cases involve a few of the applications and servers sending data to BigPanda from an incident perspective, along with a few other tools from an analytic perspective. In terms of incident management, I am focusing on correlation and AIOps capabilities, which reduce noise and provide crisp, clear information regarding incidents..”

KiranMs

Director Of Engineering at Broadcom Inc.

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“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

[Read full review](#) 

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

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

[Read full review](#) 

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[Read full review](#) 

Software Engineer at Trianz

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

[Read full review](#) 

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

[Read full review](#) 

DevOps Engineer at itorizon

“Regarding deployment, I did not face challenges that I need to highlight, but it went smoothly considering any other software deployment. A few scenarios had some challenges, but solutions could be identified for those, and those challenges did not require extensive support.

“The deployment required close to a week, considering the complexity and the architecture, as it depended on approvals and process cycles.

“My implementation strategy during that week involved procuring a few servers ourselves and dedicating them. I found the resource, started setting up the environment, connected that to BigPanda's SaaS world, defined the configurations, ensured all configuration management data was coming into BigPanda, and created the groups and entities, all taken care of during that one week period. Testing included making sure data was accurate with no drops, and I tested the network bandwidths and any latency, with each having its own set of guidelines, which helped me achieve everything in a week's time..”

KiranMs

[Read full review](#) 

Director Of Engineering at Broadcom Inc.

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

[Read full review](#) 

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

[Read full review](#) 

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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“BigPanda's technical support is good, and they are pretty effective, though sometimes I may not be in a position to explain situations well, or they may require more information. Setting that aside, they are responsive..”

KiranMs

Director Of Engineering at Broadcom Inc.

[Read full review](#) 

“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

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

[Read full review](#) 

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

[Read full review](#) 

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

[Read full review](#) 

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

[Read full review](#) 

“The impact of BigPanda's AI on managing and prioritizing IT alerts is something I have not yet explored.

“BigPanda supports my team during high-pressure, critical incidents quite well.

“I would absolutely recommend BigPanda to other users and companies. My overall rating for this review is eight..”

KiranMs

Director Of Engineering at Broadcom Inc.

[Read full review](#) 

“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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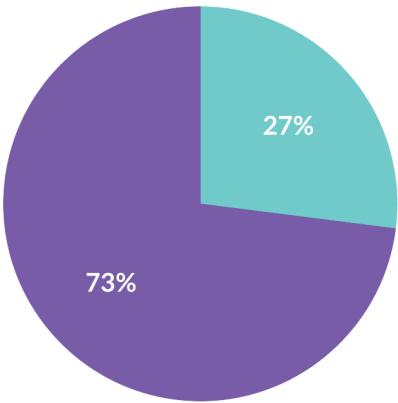
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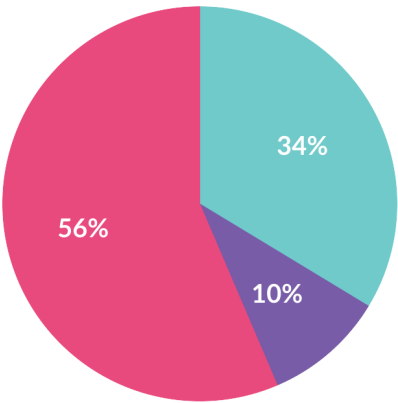


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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