

BigPanda Navigates AIOps Challenges with Gartner's Strategic Guidance

Organization: BigPanda
Industry: Technology & IT Services
Employees: < 600



Mission-critical priority

Blair Sibille, Field CTO of BigPanda, sought support from Gartner on defining the AIOps space. They needed to align their offerings with market expectations and emerging trends. They also aimed to enhance their strategic positioning and product development.



How Gartner helped

- Provided **clarity and direction in defining the AIOps landscape**, helping BigPanda establish its niche and leadership in the market.
- Offered valuable **insights into market dynamics and customer expectations**.
- Ensured BigPanda's **product offerings aligned with industry trends and customer needs**.



Outcome

- BigPanda established itself as a **leader in the AIOps space** by clearly defining its capabilities and market position.
- The company **enhanced its product offerings** by aligning with market expectations and emerging trends, such as generative AI.
- BigPanda **strengthened its advocacy and market influence**, elevating its profile and credibility.

"Gartner is one of the major reasons why people even ask, why do we need AIOps? Their advocacy has been integral to our success."-
Blair Sibille, Field CTO