



From AIOps to Agentic IT Operations: **moving beyond observability to intelligent action**

Thursday, July 16, 2026 | 9 AM CT • 3 PM BST



45-Minutes

AI Incident Prevention
Predict and Prevent Incidents

AI Detection and Response
Supercharge L1 Operators

L1 Agent
Agentic L1 Operator

AI Incident Assistant
Agentic MIM and SRE



IT Knowledge Graph

Housekeeping

Everything you need to know before we get started.

- Attendees will be muted throughout
- Submit questions via the Q&A panel in your meeting window
- The recording and slides will be shared with everyone who registered
- We'll send a short feedback survey with the recording, we'd love to hear your thoughts
- Webinar duration: 45 minutes



Who's in the room

Practical perspectives on moving beyond observability to intelligent, AI-powered IT Operations



Kris Maxwell
Field CTO



Kris partners with IT leaders to help organizations improve monitoring effectiveness, strengthen observability, and accelerate their journey toward more intelligent IT Operations. Drawing on experience from hundreds of enterprise engagements worldwide, he helps organizations reduce operational complexity, improve resilience, and build practical roadmaps for operational transformation.



Chris Reites
GVP - Channels & Sales
Engineering



Chris leads BigPanda's global Channel and Sales Engineering organization, helping enterprises transform IT Operations through AI-powered automation and intelligent incident management. With more than 25 years of experience spanning enterprise architecture, software engineering, and technical leadership, he brings practical insight into how organizations can improve operational efficiency and accelerate incident response.



What we'll cover today

A practical conversation on how organizations are moving beyond observability to intelligent action.

- Welcome & Speaker Introductions
- The Market Moment
- The Observability Gap
- Agentic IT Ops in Practice
- Your Questions
- Next Steps



Poll: what's your biggest operational challenge?

To help tailor today's discussion, we'd love to understand what's top of mind for you.

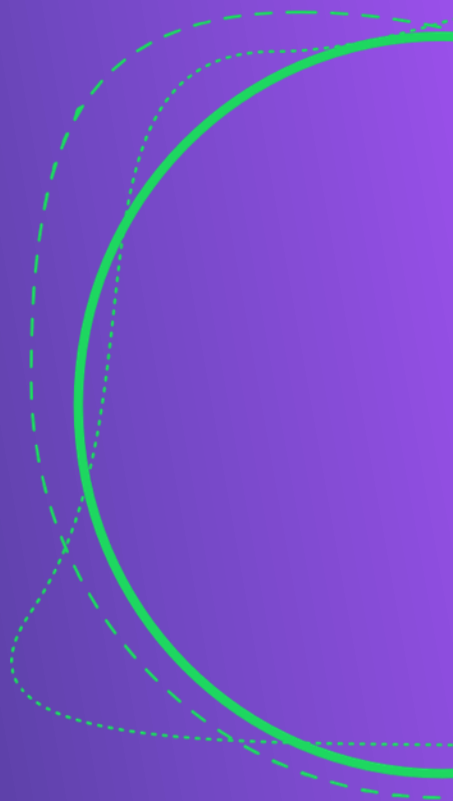
- a. Alert fatigue
- b. Slow incident resolution
- c. Too many disconnected tools
- d. Manual operational processes
- e. Limited end-to-end visibility

As you'll see throughout today's discussion, many of these challenges are connected, and they're exactly what's driving the next evolution of IT Operations.





| The Market Moment



The market moment

AIOps promised order. The goalposts have moved.

What we're hearing from customers

- AIOps helped us to organize the data, but there's still a lot of manual effort involved in analyzing and reacting to the data
- Team capacity is flat while complexity keeps growing
- AI has moved from *'nice to have'* to expected, but most teams still operate reactively
- The gap between detecting an issue and resolving it is still too wide
- The deployments of changes has increased rapidly, and has led to more impacting outages



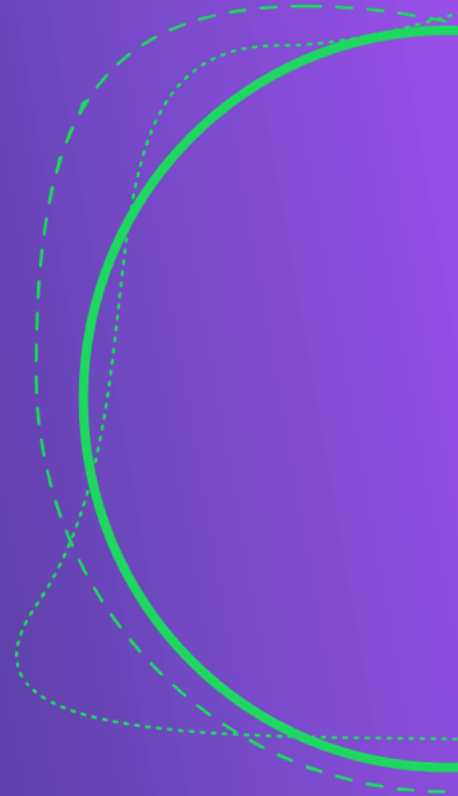
Why visibility alone isn't enough

Visibility has improved. The environment has become exponentially more complex.





| The Observability Gap



The observability gap

Observability tells you what is happening. IT Operations still has to decide what to do next.

Where it delivers

- ✓ Visibility across infrastructure and applications
- ✓ Metrics, logs, and traces in one place
- ✓ Dashboards and alerting configured by tool
- ✓ A foundation most enterprises now have

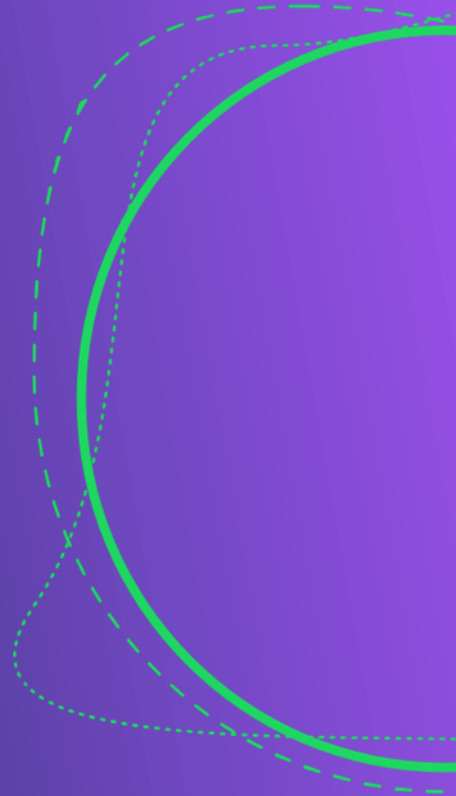
Where it stops short

- ✗ Alert noise - too many signals, not enough context
- ✗ Manual triage - operators and SMEs still gathering context by hand
- ✗ Knowledge silos
 - alerts and information are scattered
 - the person who fixed the issue yesterday isn't always available today
- ✗ Reactive by design - you know after the incident, not before
- ✗ Resolution is still costly and manual – the major incident management process is largely manual, time consuming, and inefficient





| **Agentic IT Ops in practice**



BigPanda's Agentic IT Operations Platform

Connecting operational data, context, and AI to accelerate incident response.

AI Incident Prevention

(Predict & Prevent Incidents)

AI Detection & Response

(Automate L1 Ops)

AI Incident Assistant

(Supercharge Incident Management)

IT Knowledge Graph

Observability

CMDB &
Topology

Changes

ITSM &
Collaboration

Runbooks &
KBAs

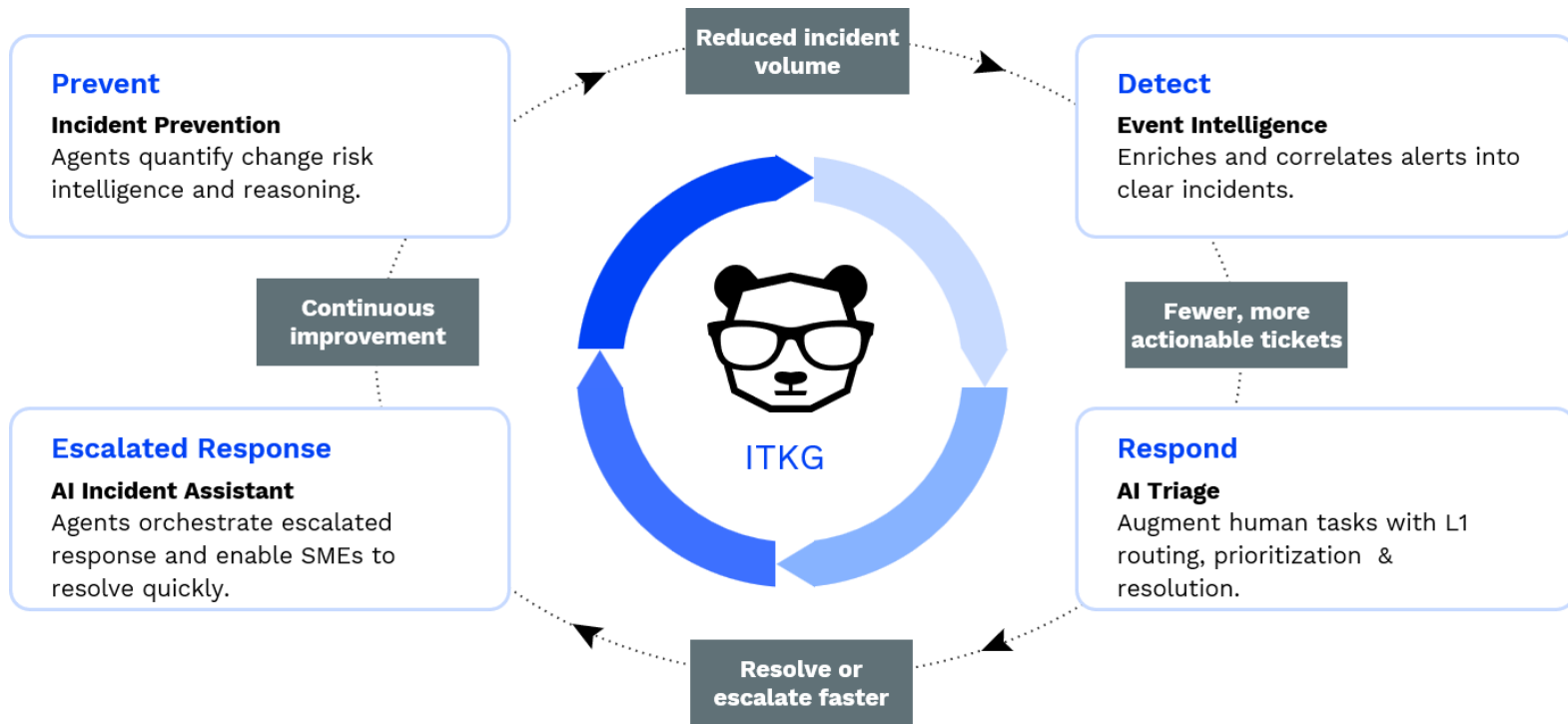
Service
Desk

Informal
Knowledge



A unified platform for Agentic IT Operations

Connected AI capabilities working together across the IT operations lifecycle.



AIOps vs. Agentic IT Operations

From organizing operational data to enabling autonomous action.



Bringing IT together

Combining deep observability expertise with intelligent AI-driven operations.



- Deep observability expertise across hundreds of enterprise environments
- The foundation: instrumentation, monitoring, and visibility
- Helping assess and mature organizational process and maturity



- The intelligence layer above observability
- Correlation, noise reduction, agentic response, and prevention



- A complete path from instrumentation to Agentic IT Operations
- Observability investments that go further
- Bringing together people, process, and technology

The measurable impact of Agentic IT Ops

Early adopters are already realizing significant operational and business value.

Reduce IT Costs



- Lower IT software licensing
- Reduced L1 headcount
- Reduced outsourced L1 spend

Median

\$2.85M

In annual
benefits

Median

430%

Return on
investment

Unlock Growth & Innovation



- Accelerate delivery and transformation
- Free L2 to work on strategic initiatives
- Reduced disruption to development cycles

LESS THAN

1 YEAR

Payback
period

UP TO

\$2.7M

Savings in
annual IT
spend

Reduce Risk



- Predict incidents
- Prevent outages
- Governance embedded into CI/CD (roadmap)





| Questions

What questions do you have about **Agentic IT Operations, observability, or AI-driven operations?**

Continue the conversation

Your path from webinar to results.

01

Recording & Resources

Slides and recording shared with registrants within 24 hours

02

Complimentary Strategy Session

Book a 1:1 with Loop1 to map your observability estate



03

Complimentary Proof of Value

Evaluate BigPanda with a POV using your own live data

04

Implementation & Value

Fast path to value from POV to full implementation



A partnership built for modern IT Operations

Trusted observability expertise and AI-powered operational intelligence to help organizations reduce complexity and respond faster.



Loop1 is a global leader in IT observability solutions and services, helping enterprises unify monitoring data, reduce operational complexity, and accelerate decision-making through advanced data fusion and AI-powered correlation. Guided by the Loop1 Monitoring Maturity Model (L1M3), our collaborative, roadmap-driven approach helps organizations realize greater value from their technology investments.

Headquartered in Austin, Texas, Loop1 supports clients in more than 60 countries through a global team spanning North America, Europe, and Asia. As a trusted partner to many of the industry's leading technology vendors, we help organizations design, implement, and optimize observability strategies for complex modern environments.

loop1.com



BigPanda delivers agentic automation for IT Operations. We enable enterprises to keep the digital world running by transforming manual and reactive human processes into intelligent, autonomous systems that detect, respond, and prevent IT incidents at machine speed.

That's why the world's most trusted brands rely on BigPanda to improve operational efficiency and deliver exceptional service reliability to their customers.

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