

ATVANTAGE

INSIGHTS

Conference 2026

Agentic AI in IT-Operations

Gunter Geib, DATEV

Andreas Schwarz, ATVANTAGE

— 23.04.2026

Agenda

Agentic AI in IT Operations

1. Warum konventionelles Monitoring nicht mehr funktioniert
2. Warum AIOps?
3. AIOps mit BigPanda
4. ATVANTAGE x BigPanda
5. Einführung von BigPanda bei DATEV

Warum klassisches IT-Operations nicht mehr funktioniert

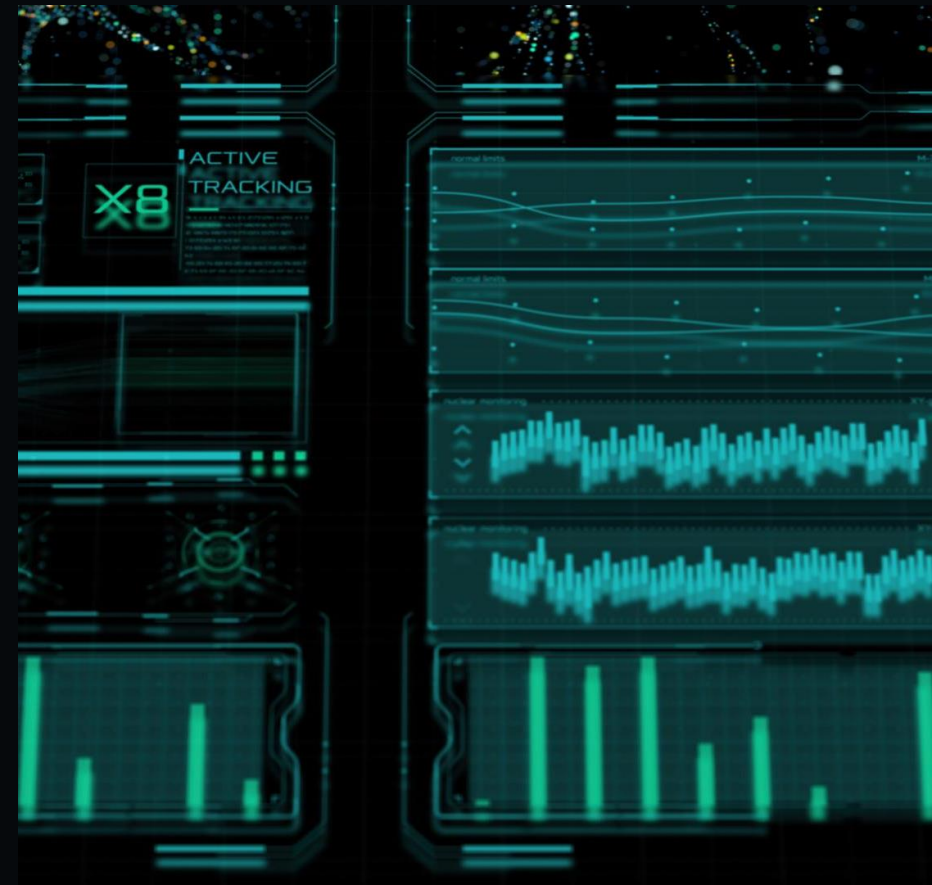
Warum klassisches IT Operations nicht mehr ausreicht

- Grenzen des klassischen Monitorings
- Komplexe moderne IT-Landschaften
- Probleme durch Alarm-Müdigkeit
- Fragmentiertes Bild & lange MTTR



Warum klassisches IT Operations nicht mehr ausreicht

- Datenmenge wächst kontinuierlich
- Manuelle Auswertung ist unmöglich
- Manuelle Auswertung ist nicht sinnvoll
- Echtes Signal von Rauschen zu trennen ist anspruchsvoll

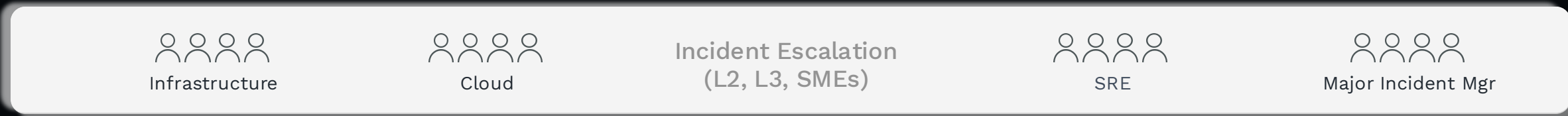
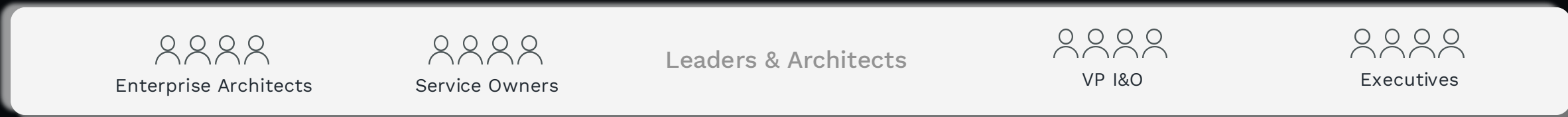


Was sind die Alternativen zu konventionellem IT-Ops?

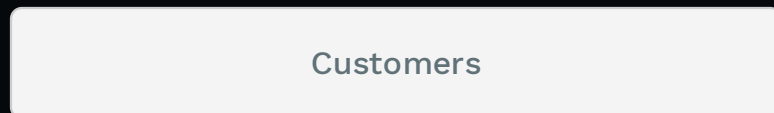
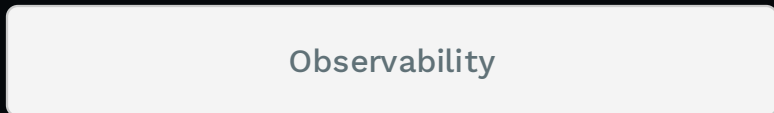
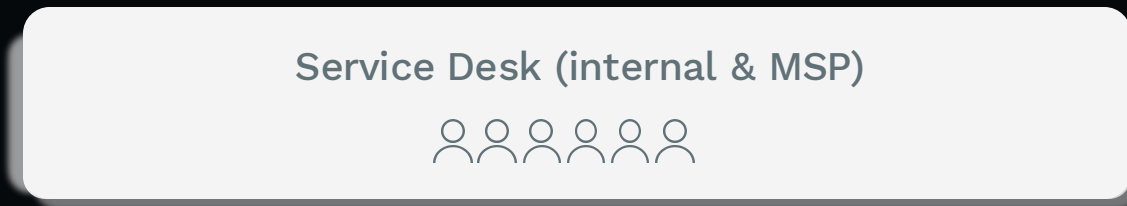
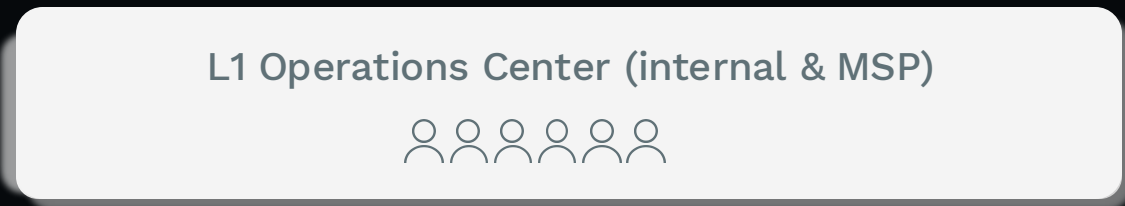
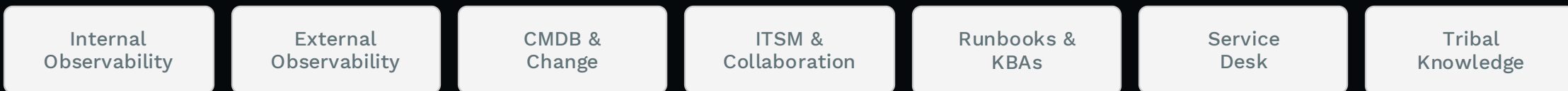
- Observability
- DevOps
- AIOps
- CloudOps

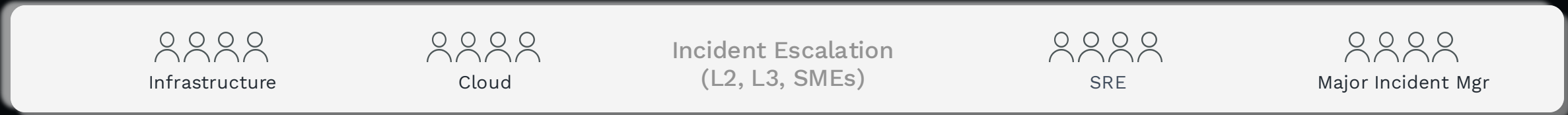
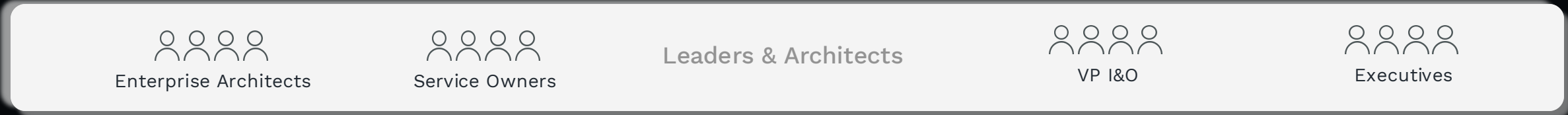


Warum AIOps?

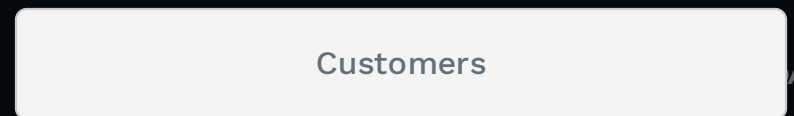
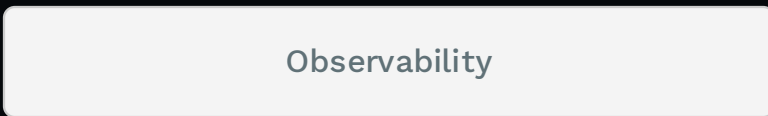
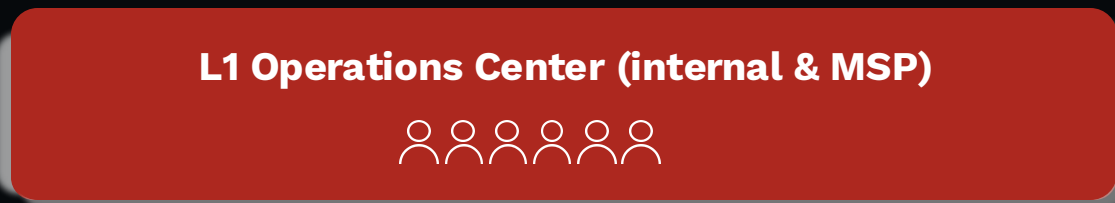
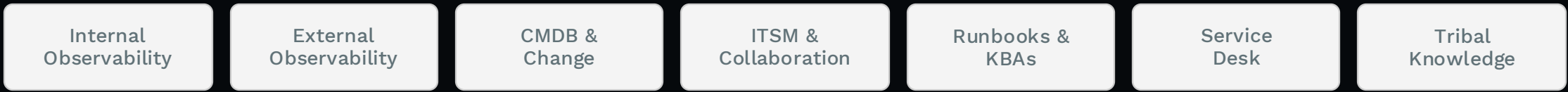


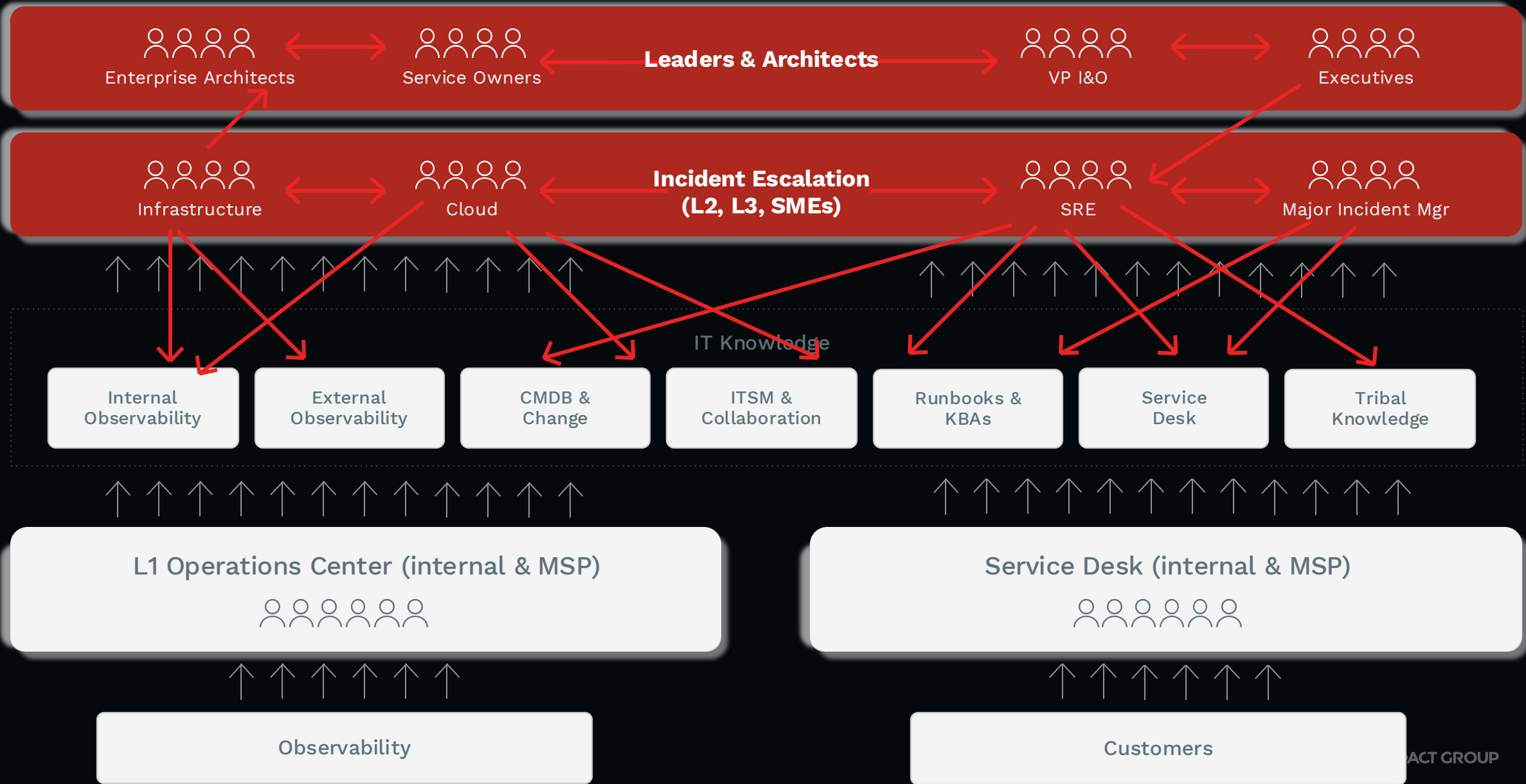
IT Knowledge

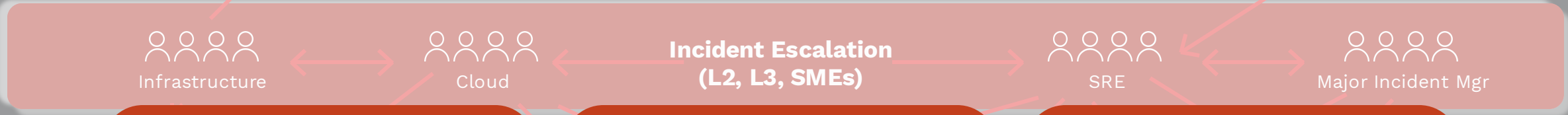




IT Knowledge



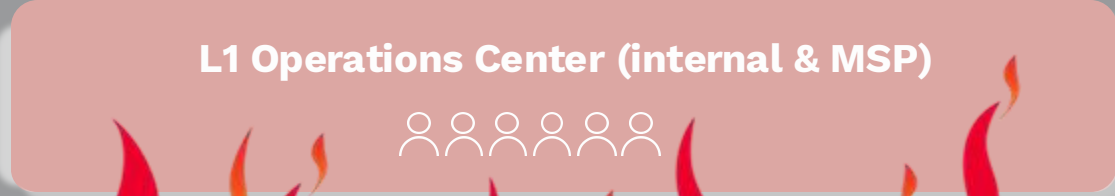




High personnel costs

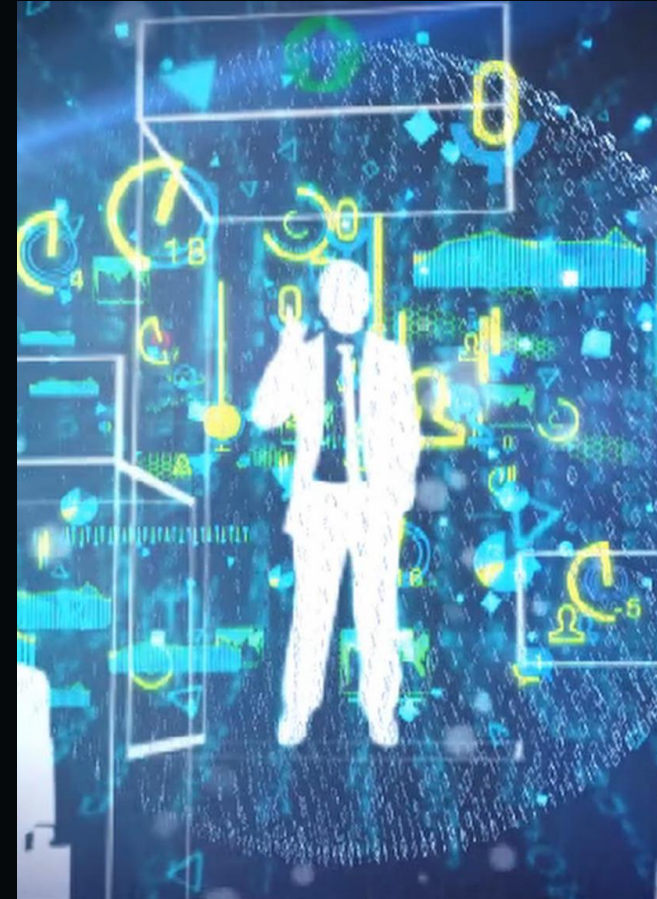
Revenue Impact

Customer Impact



Agentic AI Event Management

- Autonome KI-Agenten
- Ereignisfilterung großer Event-Mengen und Kontextintegration
- Automatische Anreicherung von Incidents
- Aufbereitung technischer Informationen
- Effizienzsteigerung im Incident Management
- Automatisierung bei einfachen Problemen



Ziele von AIOps?

- Präzise Incident-Erstellung
- Automatisierte Root-Cause-Analyse
- Kontinuierliches maschinelles Lernen
- Automatisierte Entstörung
- Skalierbar und Resilient





AI Ops mit BigPanda





Agentic IT Operations Platform mit BigPanda

AI Detection & Response
(Automate L1 Ops)

Modul 1

AI Incident Assistant
(Supercharge Incident Management)

Modul 2

AI Incident Prevention
(Predict & Prevent Incidents)

Modul 3

IT Knowledge Graph

Internal
Observability

External
Observability

CMDB &
Change

ITSM &
Collaboration

Runbooks &
KBAs

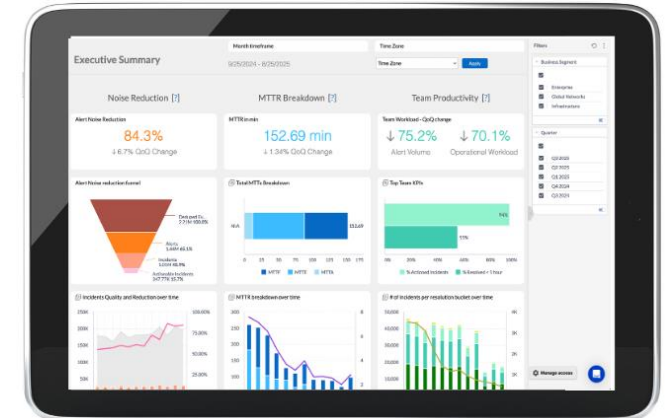
Service
Desk

Informal
Knowledge



USP von BigPanda x ATVANTAGE

- KPIs werden transparent dargestellt
 - OOTB Dashboards & Reporting zeigen den ValueAdd kontinuierlich an
- Entlastung der Manpower
 - BigPanda begleitet mit uns zusammen den Kunden von PreSales bis Betrieb zur Sicherstellung des maximalen Value aus jeder Phase
- ROI von Anfang an im Fokus
 - DiePreSales-Phase endet immer mit einer Rol Kalkulation als Zielbild
 - Das Projekt wird in jeder Phase gegen dieses Zielbild abgeglichen
 - Projekte, die keinen Rol in Aussicht stellen, werden nicht verfolgt





Partnerschaft mit BigPanda

- Partnerschaft seit Anfang 2025
 - Fokuspartner seit 2026
- Erstes Kundenprojekt ab Juni 2025
- Weitere Aktivitäten
 - 6 Pitches durchgeführt
 - 2 PoVs durchgeführt
 - 1 PoVs geplant, weitere in der Pipeline
- 1 Produktivgang mit



Einführung von BigPanda bei



Gunter Geib

Lead Expert Monitoring, Observability & AIOps

DATEV

Datacenter Management & Operations

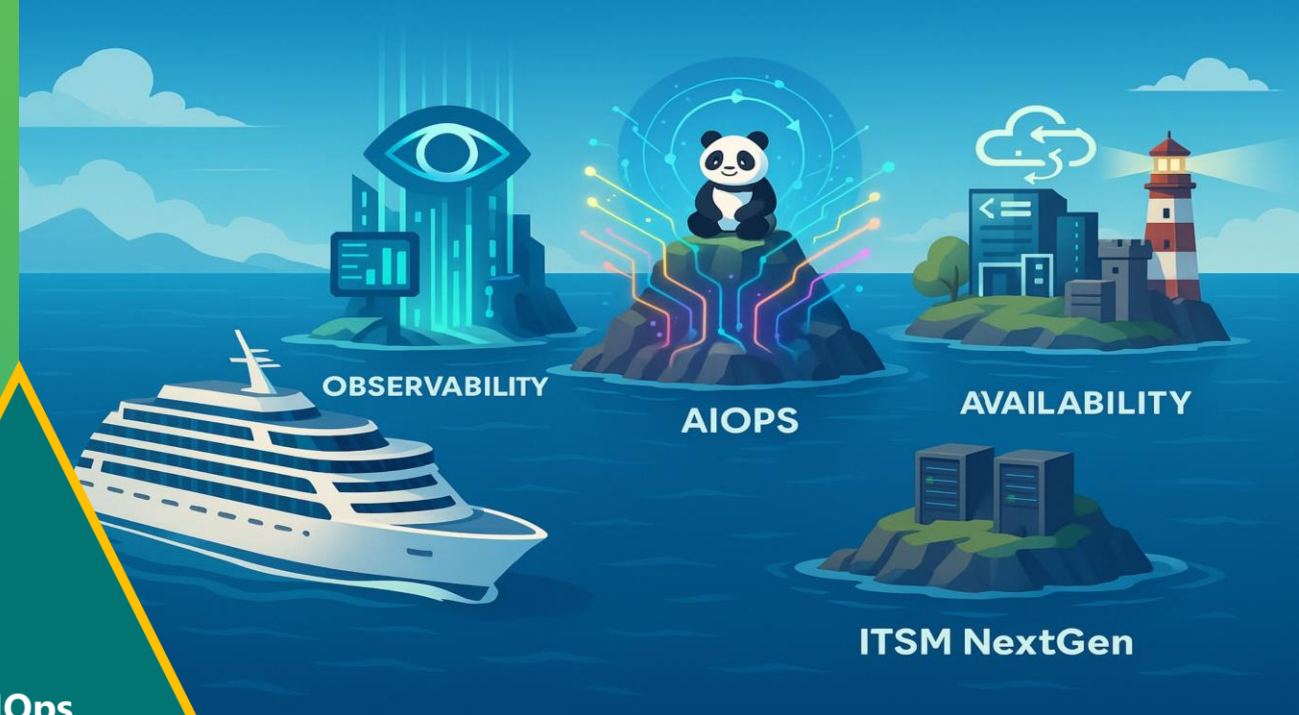
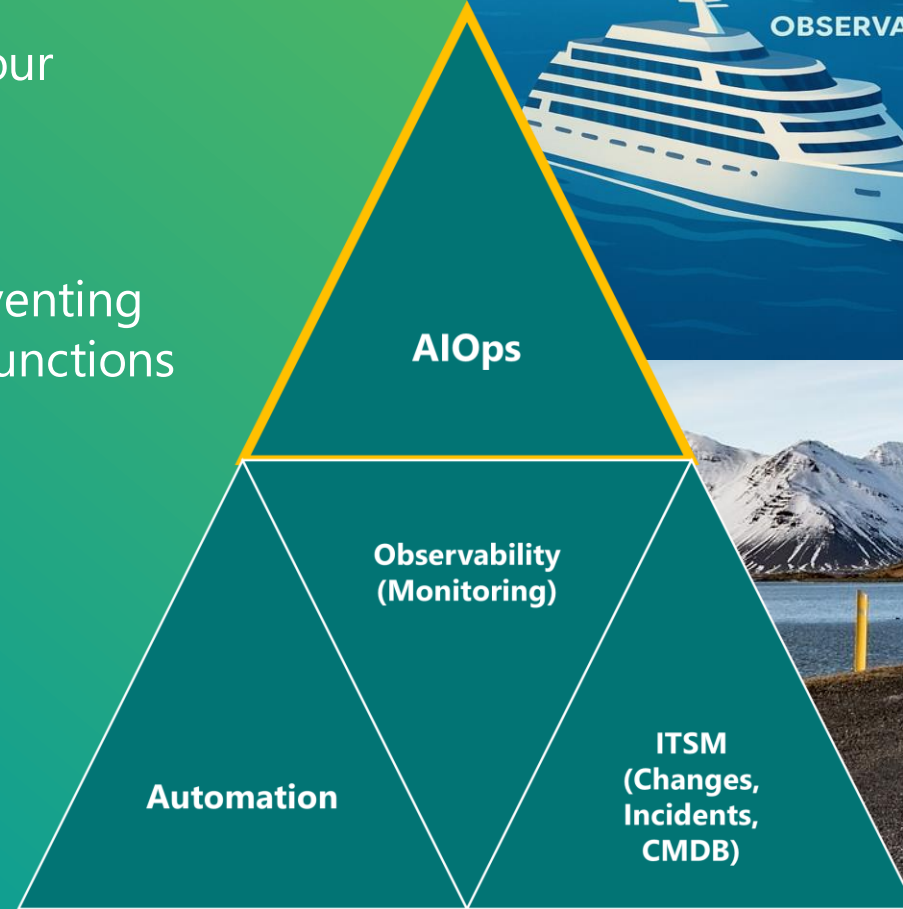






Why AIOps?

- The increasing complexity of our products and the underlying technology forces us to act.
- Identifying, resolving and preventing the causes and effects of malfunctions with the help of AI and data.



SRE in DevOps Team xyz:

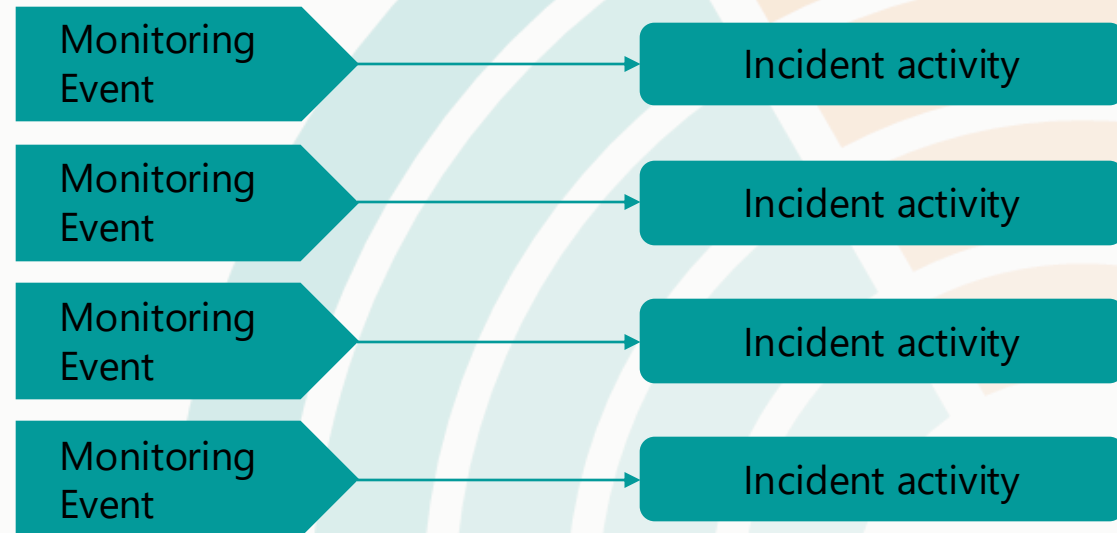
“Finally, I can immediately tell whether we’re experiencing a subsequent issue or if our last change was the cause. That saves a lot of coordination, effort and frustration.”

IT-Ops:

“Awesome - the number of reports has dropped by half because issues are being grouped together intelligently and their causes clearly identified. This allows me to provide better support and frees up a lot more resources for the skills shift toward cloud native.”

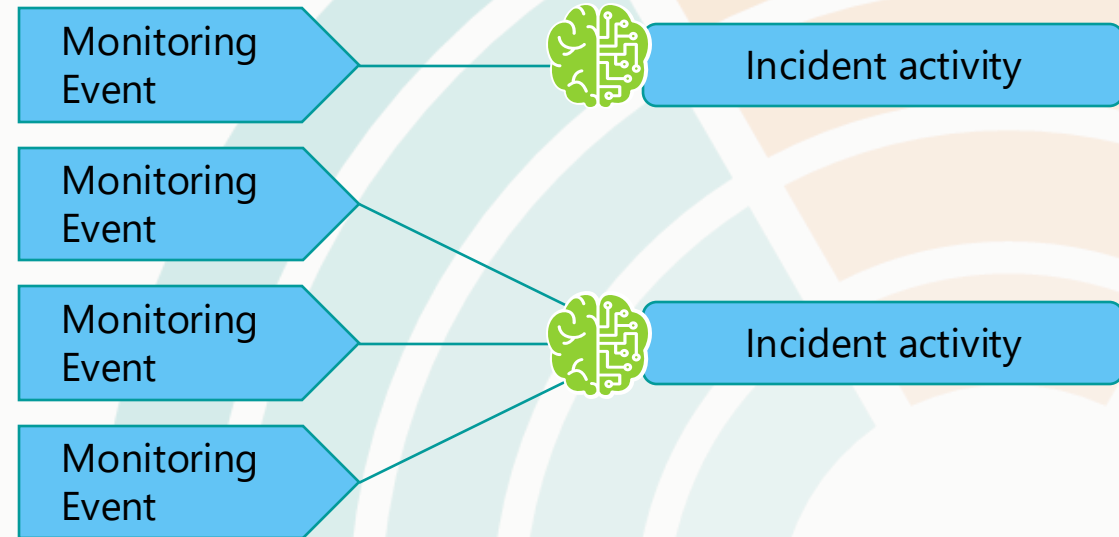
Why AIOps - past

- An event leads to an activity. They are not related to one another
- This results in a high volume of uncoordinated activities and efforts



Why AIOps - now

- Incidents are aggregated, analyzed and routed as effectively as possible using correlation rules, (ITSM)-data, and AI.
- Reduced effort, higher quality

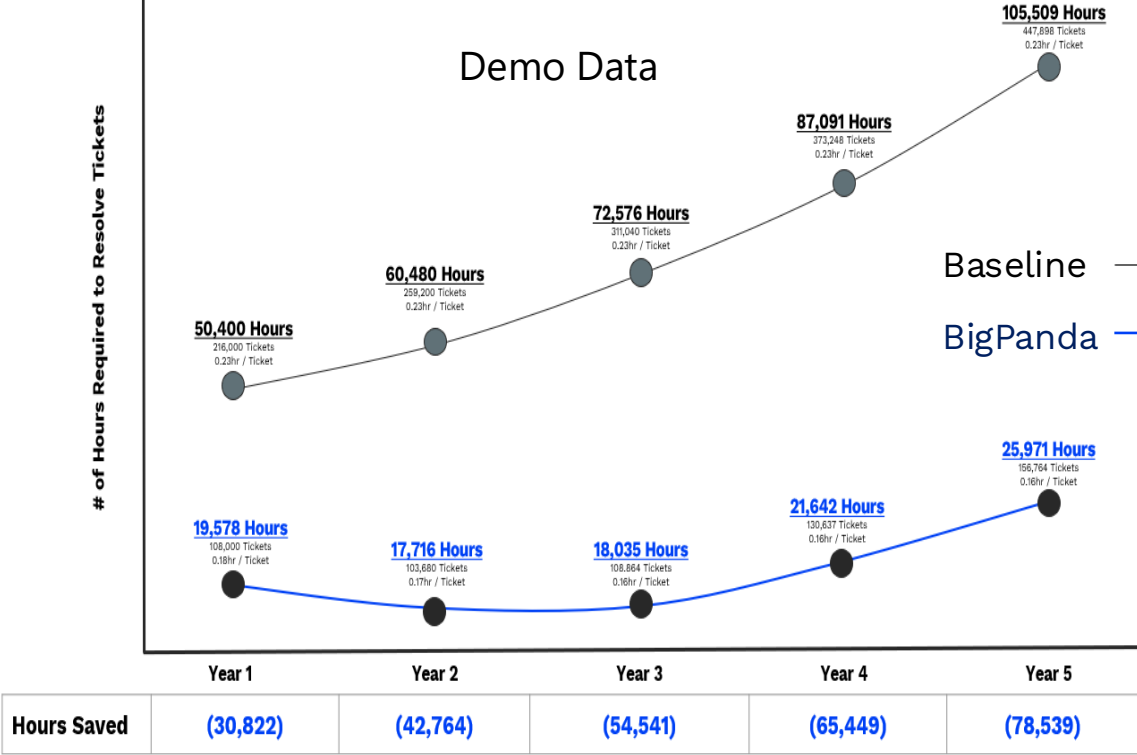


AIOps mit BigPanda

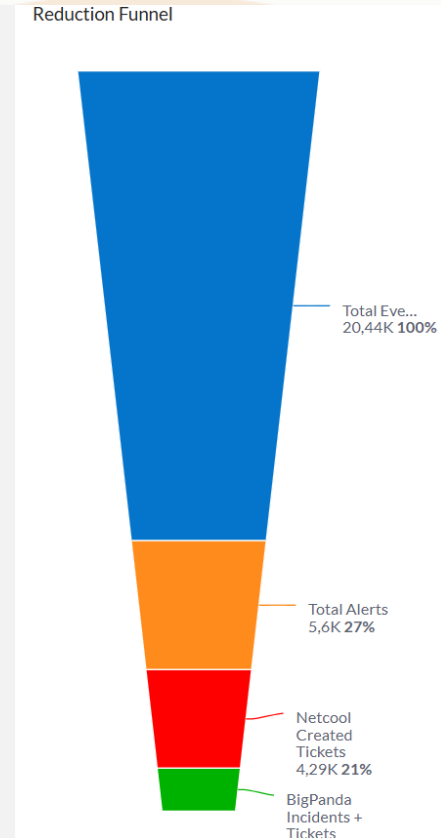
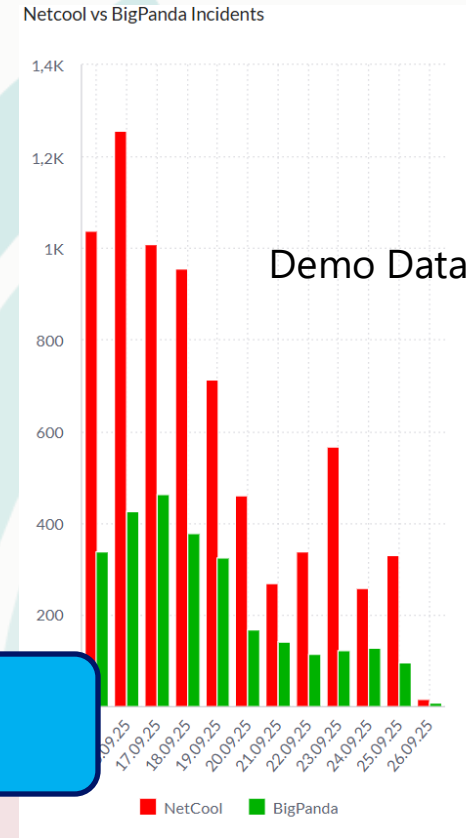
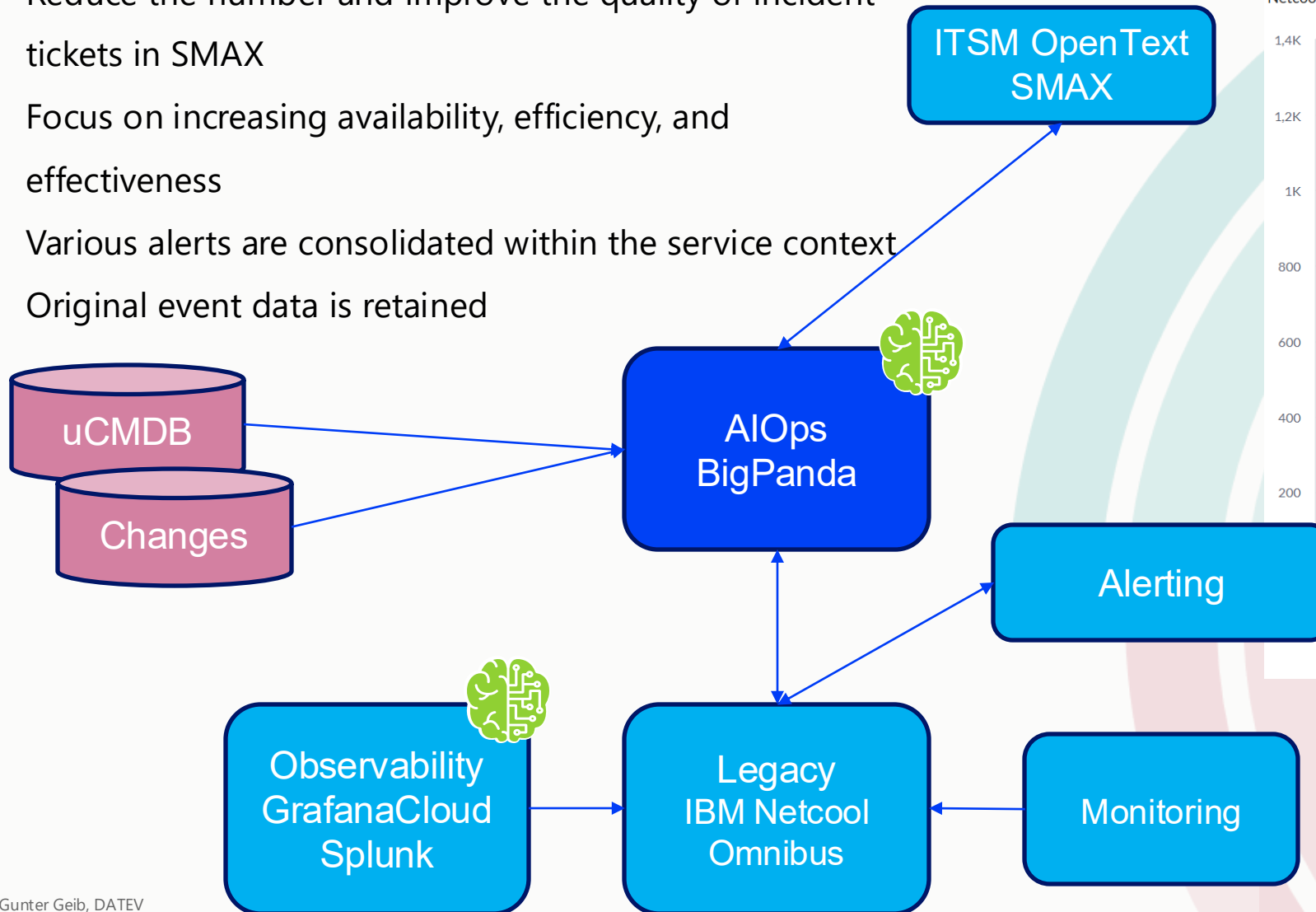


BigPanda

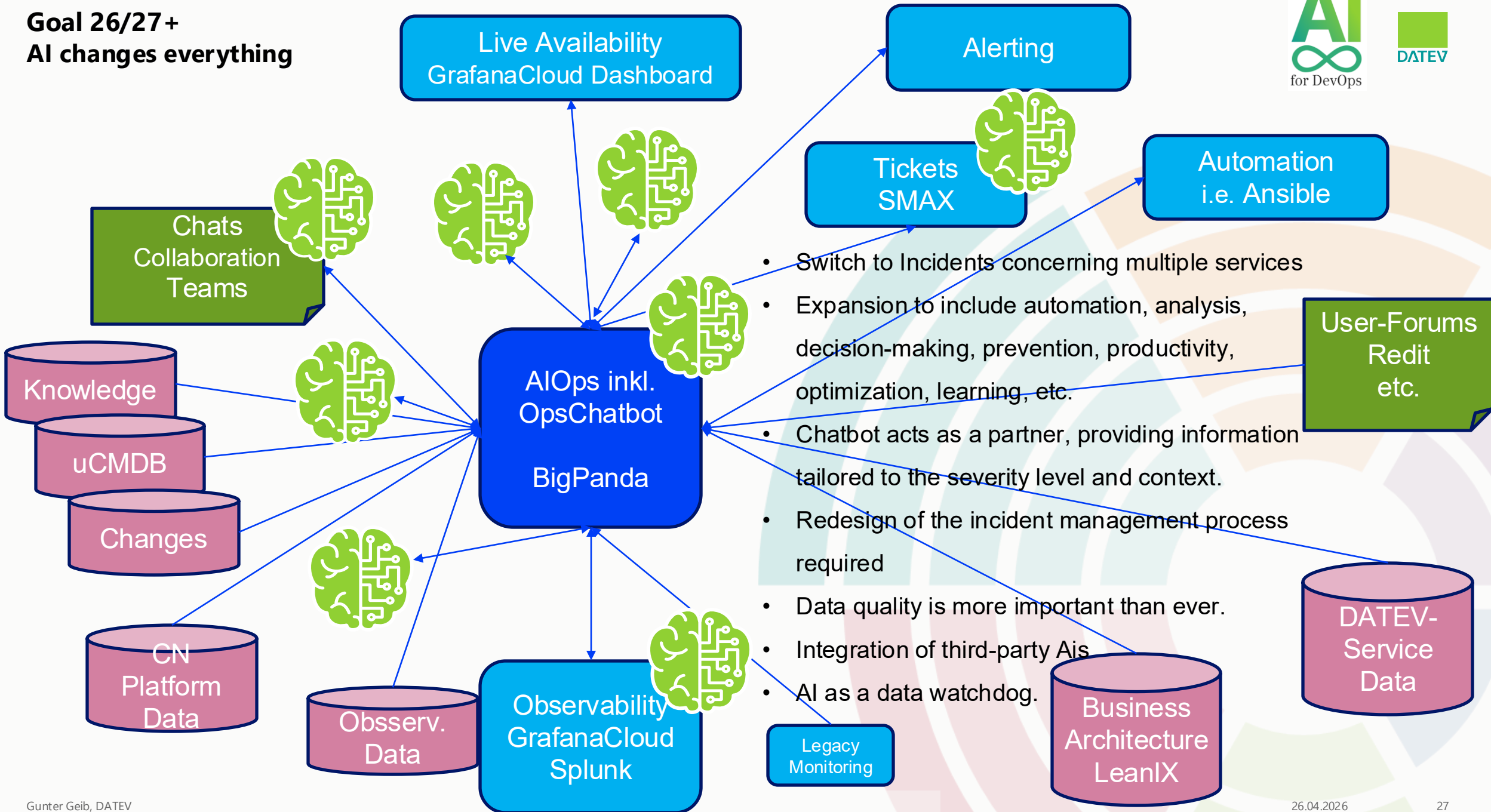
- The company impressed in all three evaluation categories as part of the Proof of Value:
 - Functional
 - Process Understanding
 - Costs
- The predicted potential ROI is impressive.
- The goals in terms of efficiency/effectiveness can be met with the new solution.
- BigPanda provides a modern, extensible, and replaceable AIOps platform and the processes to deliver.
- The foreseeable expansions to include a chatbot (Biggy) promises enormous additional potential.



- Reduce the number and improve the quality of incident tickets in SMAX
- Focus on increasing availability, efficiency, and effectiveness
- Various alerts are consolidated within the service context
- Original event data is retained



Goal 26/27+
AI changes everything



AIOps with BigPanda



- Incident Management Process
 - Process changes (workflow) resulting from AIOps must be implemented thoughtfully within the organization.
 - Communication and feedback
 - It may not be possible to immediately implement all technical capabilities
 - Maturity of partner systems and processes
- Data
 - AIOps makes data quality tangible.
- Team
 - DATEV AIOps stakeholders have enthusiastically embraced new possibilities and really gotten the project to fly.
- Support
 - BigPanda provided us with first-class onboarding support.
 - Advantage as a reliable partner.

AIOps with BigPanda



- Stage providing and configuration via API (GIT)
- Performance and Availability Telemetry as OTEL for Observability of our BigPanda space
- Build-In Integration of OpenText SMAX/uCMDB and GrafanaCloud
- Indication of potential data inconsistencies.
- Direct feedback possibility within BP.

Vielen Dank

Gibt es noch Fragen?

Sprecht uns an oder
verwendet das Formular





Andreas Schwarz

Senior Solution Architekt

☎ +49 6104 4083 31

📱 +49 173 18 68 846

✉ Andreas.Schwarz@atvantage.com



Jeanette Fürst

Team Lead Solution Sales OM & ITAM

☎ +49 6104 4083 40

📱 +49 173 72 22 921

✉ jeanette.fuerst@atvantage.com