ScienceLogic SL1 Solutions
Flexible Options for Your IT Modernization Needs

The rapid shift to digital business, an increasingly remote workforce, and the blistering rate of new technology adoption and change, is driving your business to modernize its IT tools and processes. Traditional IT approaches are keeping businesses from scaling and from delivering digital solutions fast enough to stay ahead of your business and customers' needs. The path to modernization looks treacherous in the form of unknown costs and resource requirements, tool incompatibility, potential service disruptions, and poor customer experience through it all.
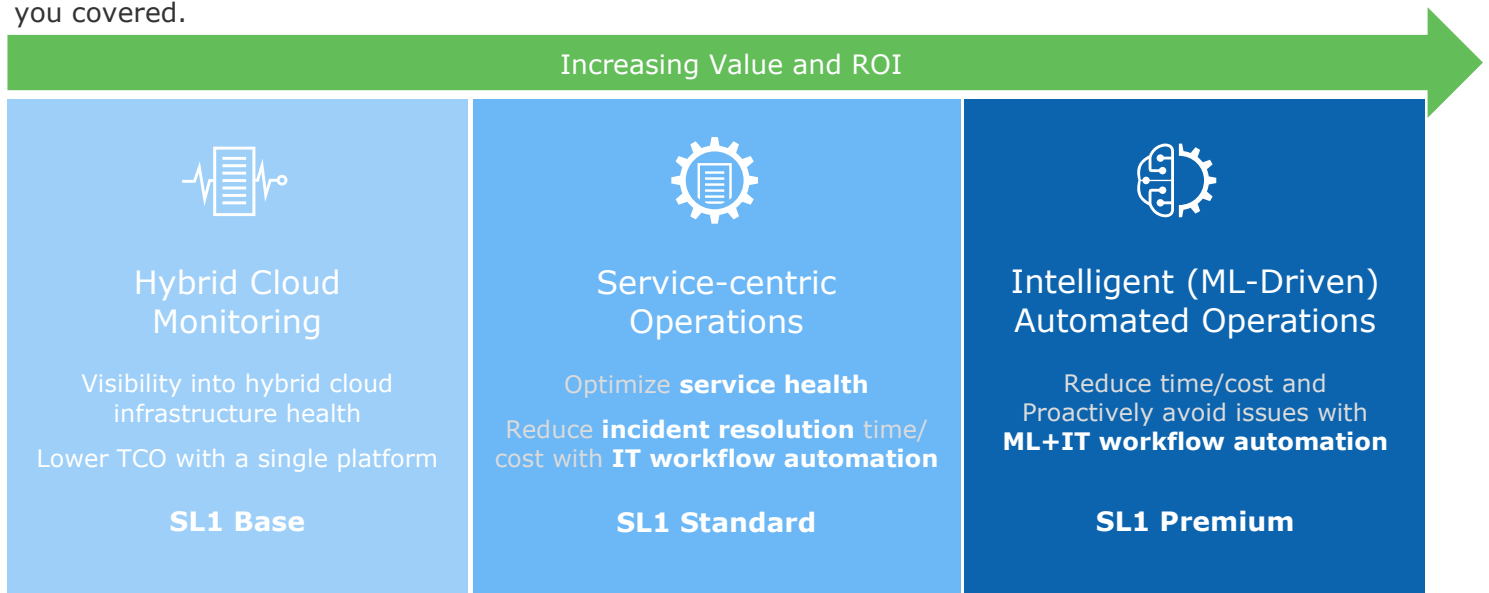
ScienceLogic SL1 gives you the right solution at each step of your modernization journey. Your destination is a state of AIOps where you can connect teams, tools, data, and processes to work together in a highly efficient and coordinated way. The SL1 Solutions help you progressively:

- Modernize and unify your monitoring tools to reduce IT complexity
- Gain end-to-end service visibility across complex hybrid environments to understand business impact
- Leverage machine learning (ML) and analyltics for proactive operations at scale
- Automate workflows across your IT ecosystem for coordinated and efficient operations
- Easily extend the SL1 platform to support your specific needs via low-code SL1 PowerPacks

With ScienceLogic, you can deliver robust innovations to support your business objectives at machine speed.

Solutions to Fuel Your AIOps Journey

ScienceLogic offers three solutions that seamlessly adapt to your evolving IT operations needs. Whether you are looking to consolidate your infrastructure monitoring, optimize service health for your critical applications and infrastructure, or scale operations for growth through automated IT workflows—we've got you covered.

Increasing Value and ROI

Hybrid Cloud Monitoring	Service-centric Operations	Intelligent (ML-Driven) Automated Operations
Visibility into hybrid cloud infrastructure health	Optimize **service health**	Reduce time/cost and Proactively avoid issues with **ML+IT workflow automation**
Lower TCO with a single platform	Reduce **incident resolution** time/cost with **IT workflow automation**	
SL1 Base	**SL1 Standard**	**SL1 Premium**

Scalable, Robust, Secure, and Multi-tenant Platform

Learning, Support, and Professional Services to support Customer Lifecycle and Success

SL1 Capabilities*

At a Glance:	**SL1 Base** Hybrid Cloud Monitoring	**SL1 Standard** Service-Centric Operations	**SL1 Premium** Intelligent (ML-driven) Automated Operations*
SEE			
Infrastructure and Application Monitoring	●	●	●
Real-Time Data Lake with Continuous Discovery	●	●	●
Dashboards and Reporting	●	●	●
Synthetic Monitoring	●	●	●
Build Your Own (BYO) Monitoring	●	●	●
CONTEXTUALIZE			
Full-Stack Topology Mapping	●	●	●
Topology-Driven Event Correlation	●	●	●
Analytics: Dynamic Baselining	●	●	●
Business Services		●	●
Behavioral Correlation (Events, Changes**, Anomalies**, and Topology)		●	●
Analytics: ML-based Anomaly Detection			●
ACT			
Incident Automation: Event Forwarding, Email	●	●	●
Closed-Loop IT Workflow Automation Solutions		**2**	**5**
Manage Workflow Health & Endpoints (SL1 PowerFlow Control Tower)		●	●
Build Your Own (BYO) Run Book Automations		●	●
Build Your Own (BYO) Low-Code Workflow Automations			●
ADD-ONS			
Global Manager – Centralized Operations across Multiple Stacks	●	●	●
Agent-based Monitoring (SaaS ONLY)	●	●	●
Additional Closed-Loop IT Workflow Automation Solutions		●	●

*SL1 Premium only available via SaaS

**Anomalies are available for Behavioral Correlation with SL1 Premium only. Changes are available only if selected as one of the Closed-Loop Workflow Automation Solutions in SL1 Standard or SL1 Premium.

SL1 Base

SL1 Base kick-starts your journey to intelligent and automated IT Operations with full visibility into your IT environment. Monitor legacy and modern infrastructure. Bring in app performance to augment your visibility. Domain operators can monitor system availability and troubleshoot root cause within domain-specific infrastructure as well as across multiple technology domains and apps. SL1 Base includes:

Infrastructure and App Monitoring

Unify monitoring under a single platform to gain full visibility across your IT ecosystem. Onboard new technologies faster; spend less time administering your IT environment. Monitor any technology, any vendor, anywhere including cloud, network, storage, compute, common apps, environmentals, unified communications/video and databases. Fuse app performance from APM tools with infrastructure data to manage the full stack.

Real-Time Data Lake with Continuous Discovery

Automatically discover and fuse data from heterogenous legacy and modern IT tools and infrastructure into a real-time operational data lake to power analytics-driven automations. Stay in control of your evolving IT estate with continuous discovery and collection of fault/availability, performance, event, CI/asset, log, utilization, configuration data, and more.

Dashboards and Reporting

Gain real-time insights into the performance of your IT environment via standard and configurable role-based dashboards. Instantly visualize device performance and utilization.

Synthetic Monitoring

Maintain continuous sight of critical application performance as you modernize and transform your apps via port checks, pings, etc.

Full-Stack Topology Mapping

Auto-derive dynamic topology relationships across technologies and applications to accelerate root cause and impact analysis. View technology relationships within (e.g., VMware Virtual Machines or Hosts to VMware Datastores or Networks, NetApp Aggregates to Volumes and associated LUNs) or between technology domains (e.g., FlexPod, NetApp storage to UCS network components, Software-defined anything (SDx)).

Build-Your-Own (BYO) Monitoring

Leverage SL1's open platform to build additional Monitoring integrations or 'PowerPacks' to meet your specific monitoring needs.

Topology-Driven Event Correlation

Stop looking for a needle in a haystack when issues occur. Built-in topology-driven event correlation helps you avoid a flood of false events and focus efforts on resolving the root cause. Event suppression for known activities like maintenance windows reduces event noise.

Analytics: Dynamic Baselining

Automatically establish normal performance thresholds (high, low) for your critical IT components. As more data is collected, SL1 auto-adjusts thresholds for smarter alerting and planning. Quickly identify deviations outside normal thresholds so you can take action.

Incident Automation: Event Forwarding, Email

Find out about issues before your customers do. Escalate and alert on threshold-based events to ensure rapid problem resolution and uninterrupted service. Forward events to your service desk or notify teams via email.

Global Manager (Add-On)

Deploying multiple SL1 stacks for organizational, geographic, data sovereignty, security, or scaling needs? Use SL1 Global Manager to centralize operational visibility across multiple, locally controlled, and managed SL1 instances.

Agent-Based Monitoring (SaaS Add-On)

Augment visibility across your environment with SL1 Agent-based monitoring (Windows, Solaris, AIX). Capture logs, system vitals, locally execute MSFT PowerShell commands to collect additional data. Alleviate any configuration and security headaches due to remote PowerShell monitoring.

SL1 Standard

With **SL1 Standard**, step closer to AIOps by managing business service health. Understand the impact of applications and infrastructure on your business services. Correlate events and changes* within a service context to expedite incident resolution. Kick-start your automation initiatives with pre-built closed-loop IT Workflow Automation solutions or build your own Run-Book Automations. In addition to all the benefits included in SL1 Base, SL1 Standard gives you:

Business Services

Shift form device-level monitoring to service-centric operations to keep up with a rapidly changing IT world with microservice-based, containerized workloads. In a single view, SL1 let's you visualize and gain insight on health, availability, and risk of your entire service landscape, across a heterogeneous mix of infrastructure and clouds. Easy to understand and visual charts like Sunburst and Compact Tile views give you an instant Red-Yellow-Green status of your services and their supporting cast. Understand how infrastructure and apps impact your services to prioritize issues, accelerate root cause analysis, and gain actionable insights that drive automation.

Behavioral Correlation: Events, Changes*, and Topology

Correlate application and infrastructure events within the context of full-stack service topologies to reduce noise and quickly isolate root cause when changes occur in your IT environment. While not all changes are bad, tracking the trouble-makers is humanly impossible with today's high variety, velocity, and volume of changes. By understanding real-time performance, events, and changes within the context of key business services, you can proactively identify and prioritize service-impacting issues and speed-up root cause analysis. Avoid having to dig into multiple tools to identify impact and troubleshoot issues. Let SL1 gather and correlate events and changes to service health and risk, and immediately bring that insight to your fingertips.

Changes included if Configuration & Change Management is a licensed Closed-loop Workflow Automation Solution.

Build Your Own (BYO) Run Book Automations

Get started with automating routine tasks. Use or modify pre-packaged Run Book Automations to automate common, single-step administrative actions (e.g., send email, forward event, restart/start/stop services, ping, port scan, traceroute, call REST API, Windows, and Linux diagnostics).

Closed-loop IT Workflow Automation Solutions

Kick-start your automation initiatives. Select up to two (2) Closed-loop IT Workflow Automation Solutions that address use cases for ITSM, ITOps, and soon, DevOps and SecOps. Choose from CMDB (Cherwell, ServiceNow), Incident/Notification (e.g., xMatters, PagerDuty, Microsoft Teams, Slack, OpsGenie, ServiceNow, Cherwell), NetFlow (LayerX), Configuration & Change Management (ServiceNow, Restorepoint), and Troubleshooting & Remediation. Enterprises typically start their AIOps journey by keeping their CMDB up-to-date and automating incident management, notification, and collaboration workflows.

Additional Closed-loop Workflow Automation Solutions are available as add-ons.

Manage Workflow Health & Endpoints (SL1 PowerFlow Control Tower)

As you deploy these new out-of-the-box workflow automations, SL1 PowerFlow Control Tower gives you the assurance that your workflows, and the supporting SL1 PowerFlow services are both healthy. Instantly visualize the status of all your workflows, down to individual tasks within them via interactive dashboards. See what's running, completed, failed, or stalled. Tag, untag, and re-run your 'Favorite' or critical workflows.

SL1 Premium

SL1 Premium turbocharges your journey to AIOps with Machine Learning (ML)-based insights to process the ever-increasing volume of data, along with automated workflows to help you keep pace with your dynamic business environment. Leverage ML-based analytics (AI/ML) to detect anomalous behavior and correlate it with events, changes, and topology to speed up incident resolution. Speed-up your automation initiatives and keep your teams focused on value-added innovations with more out-of-the-box Closed-loop IT Workflow Automation Solutions, and your own low-code custom workflows. SL1 Premium adds:

Analytics: ML-based Anomaly Detection

SL1's AI/ML algorithms dynamically learn 'normal' patterns of behavior and detect 'abnormal' patterns of behavior such as flatlined or rapid fluctuations in performance. Detect and escalate deviations from normal behavior to proactively take action to remediate and avoid unexpected issues. Weed out non-critical "anomalies" based on maintenance windows, expected seasonal peaks or dips in utilization, and more. Understand the impact of expected and unexpected behavior and changes in service performance to reduce noise, prioritize work, and accelerate root cause analysis.

Behavioral Correlation: Anomalies

With anomalies identified, use Behavioral Correlation to assess their impact on your services. By understanding performance, events, anomalies, and changes within the context of service topologies you can proactively identify service-impacting issues and speed-up diagnostics. Avoid having to dig into multiple tools to identify impact and troubleshoot issues. Let SL1 gather and correlate performance degradation, changes, and anomalies to service impact and immediately bring that insight to your fingertips.

Closed-Loop IT Workflow Automation Solutions

Accelerate your journey to automated operations with even more out-of-the-box Closed-loop Workflow Automation Solutions. Transformational organizations are looking to increase agility and efficiency through automated workflows that span the IT management ecosystem, connecting ITOps with ITSM, DevOps, SecOps and more. SL1 Premium gives you all available workflows from up to five (5) Closed-loop Workflow Solutions. Choose from CMDB, Incident/Notification, NetFlow, Configuration & Change Management, and Troubleshooting & Remediation.

More workflow solutions licensed as add-ons.

Build Your Own (BYO) Low-Code Workflow Automations

Speed and agility is key to your business success. Achieve faster time to market and extend the collective benefit to your end customers by integrating and automating IT workflows between the SL1 platform and your entire IT management ecosystem. Use SL1 PowerFlow Builder's visual workflow authoring and debugging to build your own Automation and Synchronization PowerPacks with minimal coding. Automate workflows, test, and quickly iterate on changes to optimize your IT teams' collective efficiency and value.

From proactively identifying behavioral changes that impact business services to automatically diagnosing and resolving incidents, to federating data across your IT ecosystem, the combined power of SL1 Premium helps your teams work faster and smarter. Consider a simple scenario where a network admin changes the configuration of a network interface. That change may cause unusual service behavior. The NOC operator immediately SEEs this change and its impact on one of your critical business services. A ticket is auto-generated and line-of-business owners are notified. The operator, meanwhile, views details of the change and immediately initiates a restore of the backup configuration. Once restored, your service returns to a healthy state, the ticket is updated, and all stakeholders are notified. This scenario includes two automated workflows: *Configuration & Change Management, Incident & Notification* combined with *Business Services and Behavioral Correlation enhanced with Anomalies.*

SL1 Platform

The ScienceLogic **SL1 Platform** offers a reliable, scalable, and secure foundation that lets you seamlessly expand your IT operational capabilities as you grow and transform your business. In addition to the following benefits (unless noted otherwise), all SL1 solutions include one production and one lab instance of the platform. Additional lab, production, and pre-production instances are available as add-on options to meet your specific business needs.

Single ITOM Platform

Lower your IT costs by consolidating your siloed monitoring tools and data. Manage all your data center, cloud, and outsourced applications and infrastructure within a single platform. Reap the benefits of cross-domain, full-stack context to improve MTTR.

Ecosystem Integration

With its vast and rapidly expanding library of pre-packaged integrations or 'PowerPacks', open APIs (for monitoring, automation, and synchronization), and a low-code/SDK framework for custom integrations, SL1 easily bonds with your enterprise management systems and tools (e.g., ITSM, DevOps, SecOps, BI platforms) to federate data across your IT ecosystem, ensuring data consistency and accuracy, expanding business visibility, and fostering more operational agility and efficiency.

Multi-Tenancy

SL1 natively supports hundreds of separate client organizations via a single platform. Data is fully partitioned and secure. Apply configurations to a single user or organization, or across the board to all client organizations for consistency and efficiencies of scale.

Flexible Deployment Models

Whether your IT environment lives in your data center, in one or more clouds, is outsourced, or straddles it all, SL1 offers a deployment model to suit your needs. We can even host it—and manage it—for you.

Scalability

With the SL1 microservices-based, containerized architecture, you get elastic growth and expandability to match your growing business needs. Some of our largest Enterprise, GSI, and MSP customers are managing hundreds of thousands of elements/nodes and synching them with their CMDB and other third-party management systems.

Business Continuity

SL1 is natively resilient to failure modes and will automatically failover and rebalance itself to a healthy state enabling uninterrupted service.

***Disaster Recovery** is available as an add-on option for SL1 On-prem deployments.*

Secure by Design

With the increasingly sophisticated nature of technical vulnerabilities and cyber threats, ScienceLogic understands that maintaining a security posture that is regularly updated and validated is paramount for retaining customer trust. Security considerations are built into every aspect of the ScienceLogic products and services—people, process, data, and tools.

ScienceLogic is listed on the US Department of Defense Information Network (DoDIN) Approved Products List (APL) for conforming to DoD's rigorous security and inter-operability standards and is registered in the Cloud Security Allliance (CSA) Security, Trust and Assurance Registry (STAR) Program. Learn more at https://sciencelogic.com/trust-center.

ScienceLogic Services

SL1 Solutions don't stop at the capabilities required for every step of the customer's digital transformation journey. They include supporting services that ensure your desired business outcomes.

	SL1 Base	SL1 Standard	SL1 Premium
Resources	Knowledge base, community, documentation, software download		
Learning	On-demand training for licensed users	+ Virtual instructor-led (VIL) training	+ Additional VIL hours
Support	Self-service portal 24x7, Phone support	Self-service portal 24x7, Phone support	+ Health checks
Customer Success	CSM access via web portal	Assigned CSM	Designated CSM
		Monthly case reviews	Bi-monthly case reviews
		Annual Exec Review	Bi-annual Exec Reviews

Professional and Consulting Services

ScienceLogic Professional Services offer a comprehensive portfolio of outcome-focused service solutions, ensuring comprehensive customer enablement through the planning, implementation, operations, and optimization phases. Portfolio includes, but is not limited to:

- Pre-implementation technical advisory
- Implementation and custom development
- Post-implementation optimization assessments
- On-going resident and remote consulting, administration and software upgrades

Learning Services

Get the most out of the SL1 platform via role-based **Learning Paths**. ScienceLogic Learning Paths are a series of product training courses to meet your evolving journey with ScienceLogic. Learning Paths are delivered via:

- **On-demand**—Unlimited access to self-paced training for a licensed number of users.
- **Virtual instructor-led (VIL)**—Register for recurring advanced task-oriented topics appropriate to each SL1 solution.

- **Tailored instructor-led**—Customized Learning Paths are available as an add-on option.

Additional Learning Path hours or Learning Path User licenses are available for purchase.

Support and Customer Success

ScienceLogic's customer-centricity is personified via designated organizations and roles created to support customer success:

- **Customer Support Engineers**—Globally located SL1 experts offer quick triage and resolution for platform-related issues or product feature bugs, while providing regular updates and follow-ups with customers. Send your diagnostic data to our engineers with the click of a button for faster problem resolution.
- **Customer Success Managers (CSM)**—Whether it's guiding you to make the most out of your SL1 platform and solutions and its latest innovations, removing roadblocks to ensure your smooth transition to AIOps, or engaging our executives to reaffirm our commitment to your success, a CSM is there to help you.

📊 The Evidence

Advania (Content+Cloud) achieved a more efficient operating model and a new revenue engine in the form of premium managed services by consolidating multiple monitoring tools into a single SL1 monitoring platform. They shifted from device to service monitoring and saw a 75% reduction in incidents per client in <9 months. By automating IT workflows for building and operating their managed services, they freed up resources to solution new services, and are delivering 34% more revenue per person.

Capgemini IT improved service availability and performance across all infrastructure and applications through the ScienceLogic SL1 platform. They shifted from reactive device monitoring of 30% of their infrastructure to proactive business enablement by gaining 100% visibility of their IT environment within the context of their critical business services. They achieved 3X reduction in events, 20% reduction in major incidents, and achieved 111% ROI with payback in <6 months.

Cisco CMS replaced their homegrown solution with SL1 as their central monitoring and management tool. SL1 ties together rich data coming from AppDynamics with datacenter, network, and infrastructure to show service health. In 2020, Cisco CMS reduced their toolset by 80%, achieved over $14M in productivity gains through event enrichment automations, while managing over 200K devices, 4.2 million events, and 100K tickets. In 2021, through automation of 8 common workflows, Cisco automatically triaged 175K incidents, where 50% were resolved without human intervention; resulting in a 5900% reduction in MTTR.

Dell/Pfizer embarked on a joint IT modernization initiative to increase business agility while removing 50% of costs out of their operating model through the pursuit of new technologies and tools vs classic labor arbitrage. In the midst of the pandemic, they dramatically simplified their operations, ensured continuous service reliability in a time of chaos, and simultanesouly supported a flawless shift to a remote workforce. They achieved this by consolidating numerous legacy infrastructure monitoring tools into a single SL1 platfom that enables rapid adoption of new technologies at scale, provides critical service visibility, keeps their CMDB up-to-date, and automates incident management and resolution processes.

Gannett/USA Today unified operations across all global locations with SL1, allowing operations to quickly discern impact, priority and response. They eliminated 12 tools, reduced event noise by 25%, and reduced tickets worked by staff by 39%. They achieved all of this *and* improved their SLAs through increased service visibility and automation of ticketing, triage, and remediations processes and workflows.

Tier 1 FinTech consolidated multiple tools into the SL1 platform to increase service visibility and streamline operations. They fully integrated SL1 with their service desk and CMDB to enable automation of incident management and resolution worklows. To date, they are seeing 38% fewer incidents, 18% fewer incidents caused by change, and 71% faster incident resolution time.

About ScienceLogic

The ScienceLogic SL1 platform enables companies to digitally transform themselves by removing the difficulty of managing complex, distributed IT services. Our IT infrastructure monitoring and AIOps platform (SL1) provides modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. The SL1 platform sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation. SL1 solves the challenges and complexities of today and provides the flexibility to face the IT monitoring and management needs of tomorrow. Trusted by thousands of organizations, ScienceLogic's technology was designed for the rigorous security requirements of United States Department of Defense, proven for scale by the world's largest service providers, and optimized for the needs of large enterprises.