ScienceLogic Monitoring for Cisco

How Enterprises & Service Providers of All Sizes Rely on ScienceLogic for Cisco Network Monitoring

Executive Summary

Powerful out-of-the-box, yet easily customizable for customer-specific operational policies, ScienceLogic is a cost-efficient, scalable, and highly flexible monitoring platform for your growing Cisco network. Customers using ScienceLogic for Cisco network monitoring run the gamut from midsized companies with less than a hundred Cisco devices, to large service providers with thousands of Cisco devices under management.

Cisco Remote Management Services	**Iron Bow Technologies**	**The Signature Group**	**iovation**
Relies on ScienceLogic to enable rapid deployment	Ensures best-practices with help from ScienceLogic	Built new revenue streams on ScienceLogic's managed services operations platform	Preferred ScienceLogic's ease of implementation and wealth of out-of-the-box features over "Big 4" alternatives

Cisco Remote Management Services (RMS)

The Cisco RMS unit delivers a suite of services designed to proactively and remotely manage, monitor, and protect complex networks and advanced technologies, based on an ITIL operations model.

Cisco RMS is responsible for defining management best practices and policies for Cisco's emerging and advanced technologies, and providing remotely managed services for large-scale enterprise Cisco network deployments. Cisco RMS uses ScienceLogic as part of its core network and advanced services management platform in order to rapidly deploy.

The Solution

ScienceLogic is a portion of Cisco RMS' multi-tenant service provider operations platform. The Cisco RMS engineering team has developed customized monitoring policies within the ScienceLogic platform for:

- Cisco Foundation
- Cisco IronPort
- Cisco Physical Safety & Security
- Cisco TelePresence
- Cisco UCS
- Cisco Smart Monitor

Cisco RMS depends on ScienceLogic for large scale Cisco device management with minimal disruptions to network performance, especially during deployment

Iron Bow Technologies

Iron Bow is a Cisco Gold Certified Partner with advanced specializations in unified communications, security, routing and switching, and wireless LAN. Iron Bow has been a Cisco partner since 1998, and boasts a team that includes fifty Cisco-certified engineers.

Iron Bow Technologies provides targeted technology solutions to government and industry, specializing in data center infrastructure, unified communications, network infrastructure, and information security.

The Solution

Iron Bow utilized ScienceLogic to pass the Cisco Unified Communications Managed Services Master Certification audit, a requirement to join Cisco's Managed Services Channel Program.

Iron Bow leverages ScienceLogic's highly customizable ticketing functions to support company-specific operations workflow automation. ScienceLogic's unified IT operations management platform provides best-practice alerting, events notification and escalation processes.

"Iron Bow has been leveraging the ScienceLogic platform for the past six years. As the core of our Iron Bow Managed Care offering, it has enabled us to provide our customers with true world-class service and support experience. In addition, it affords us the flexibility to manage multiple technologies, for multiple customers under a single unified platform.

The tight integration of the ScienceLogic solution, along with our engineering talent and strict adherence to ITIL standards, played a key role in the attainment of the Cisco Master Unified Communications Specialization by the Iron Bow Customer Operations Center"

—Lee Koepping, Sr. Director, Technical Solutions
• Iron Bow Technologies

The Signature Group (TSG)

TSG is a Cisco Silver Certified Partner with advanced specializations in unified communications (IP telephony), routing/switching, wireless networking, advanced security and data center technologies. TSG provides a broad range of IT services to clients worldwide, including consulting, design, project management, implementation, and support services.

ScienceLogic enabled TSG to quickly launch a Cisco managed services business, starting with Cisco Foundation infrastructure and extending to Cisco Call Manager managed services offerings

The Solution

ScienceLogic enabled TSG to grow rapidly by enabling the creation of a new managed services revenue stream.

TSG developed customized management templates with ScienceLogic for Cisco CallManager and Cisco Unified Communications. ScienceLogic's out-of-the-box managed services provider operations platform, featuring multi-tenancy, customer portals, and integrated service desks, allowed TSG to efficiently launch managed services.

"In one solution, ScienceLogic provides the tools, functionality, and user-friendly interface that enables us to monitor Cisco Foundation gear and Cisco UC. ScienceLogic makes it easy to customize our offerings and deliver reliable, highly differentiated services to our customers. ScienceLogic's multi-tenant features make it possible for us to provide extra value in the form of customer portals and integrated ticketing, on top of reliable, proactive monitoring."

—Michael Perdue, President & CEO • TSG

iovation

iovation, a pioneer in device reputation, delivers its online fraud detection solution using a SaaS model. The ScienceLogic solution includes management templates for Cisco network gear, providing end-to-end monitoring for iovation's mission-critical SaaS delivery solution.

When iovation needed a single point of management for its new data center, they began looking for a solution that would provide a single point of management for all data center infrastructure.

With limited IT resources, iovation needed a tool that would span networks, systems and applications. They looked at other solutions, including the "Big 4," but found all were too expensive, lacked automation, or required significant in-house resources and expertise for customization.

The Solution

iovation selected ScienceLogic which delivers a broad set of features at an outstanding price. ScienceLogic is pre-integrated, and supports future needs for scale and additional capabilities. Additional differentiators were the speed of implementation and ongoing ease-of-use.

"ScienceLogic was the clear choice when it came time to evaluate management tools for our new data center buildout. ScienceLogic provides a single point of management for all infrastructure—network, systems, web services—used to deliver our SaaS solution. It beat the competition by far when it came to cost, and even more impressive, it was up and running in only 3 days, customized for our business."

—Ellen Carder, Sr. Systems Engineer • iovation