# ScienceLogic

# MSP Enablis Grows Revenue 35% Year-Over-Year

## ScienceLogic SL1 Enables Expanded Managed Communication Services Offering

**enablis**
your communications partner

Enablis is an Australian-based provider of managed communication services. They are committed to easing the burden of owning and operating technology for companies with highly-distributed sites and lean IT. Their comUnity® platform is a ground-breaking solution designed to unify their clients' data, voice, video, messaging, Wi-Fi, and presence into one future-proofed, worry-free, cloud-based system.

## Challenges

- Monitoring tool's limited functions hindered growth potential
- Limited ability to dramatically improve current customer service levels agreements (SLAs)
- Challenged to support hybrid IT environments and new technologies

## ScienceLogic Solution

- Automation engine for AIOps delivers real-time data in context to intelligently manage business services
- Scales well beyond two million end points
- Enables expanded cloud services such as AWS, Azure, and Google Cloud

## Results

- More than **35% year-over- year revenue growth**
- **Avoided costs** to invest in separate ticketing and automation solutions
- Achieved **immediate ROI** with out-of-the-box capabilities

> *In only 10 days of work, we were able to get ScienceLogic SL1 up and monitoring, with only about 10% more work left to tweak it to specific customer requirements. Our evaluation of the market told us that only ScienceLogic could have delivered this result.*

> *ScienceLogic's future vision was light years ahead of any other vendor's, and that told us we were truly partnering with a next generation management solution that would give us the platform to deliver the best service to our customers.*

John Evans, CEO, Enablis

ScienceLogic provides actionable insights to predict and resolve IT operational problems faster in a digital, ephemeral world. The platform sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integrations and automations.

# Business Challenges

As a result of its impressive growth rate, Enablis needed to scale its IT infrastructure and operations to meet current and future customer demands. Their current toolset was limited and unable to adequately scale to improve service levels and support growth.

Enablis sought to create new differentiated services and revenue streams. "We needed a management solution that would support our current level of offerings around network performance such as jitter, latency, and MOS for voice services," said Jon Evans, CEO of Enablis. **"Just as important was the ability to support new technologies including servers, storage, and hybrid IT environments using public cloud offerings like AWS and Azure."**

Enablis needed an out-of-the-box multi-tenant IT management solution designed to scale and meet the high performance levels managed service providers (MSPs) require. It also had to support management of the latest cloud technologies like AWS and Google.

# Why ScienceLogic?

Enablis evaluated large vendors and boutique vendors alike. In the end, it was clear that ScienceLogic was capable of delivering the most value in the shortest amount of time, while scaling to support future growth of monitoring two million endpoints and beyond.

## All-in-One Management Platform

With ScienceLogic SL1's flexibility and scalability, Enablis can easily expand their services into new areas such as server, virtualization, storage, and hybrid cloud management. By driving increased value to their customers, Enablis can achieve a significant increase in revenue.

## Improved Customer Transparency

With ScienceLogic's flexible and intuitive dashboards, Enablis can deliver the look and feel their customers expect. They enhance their customers' experience with more detailed visuals of infrastructure performance, and business service visibility.

## Automation Efficiency

Built-in ticketing and automation eliminate the extra costs associated with acquiring, deploying, configuring, integrating, operating, and maintaining separate ticketing and automation tools.