ScienceLogic SL1

The Operations Challenge

Technology is changing at an unprecedented pace. It's impossible to keep up using traditional IT monitoring and management approaches.

Leading-edge companies recognize that what they are doing now is not viable for the long term. To deliver quality service, they need to stop wasting time on repetitive operational tasks, shift resources to build for the future, and optimize costs.

Lagging companies fail to meet customer expectations because they continue to use silo solutions, waste time on repetitive and manual tasks, and wrestle with ever-increasing costs and inefficiencies.

What if you could reduce costs while delivering better and faster IT services with your current staff?

The Genius of ScienceLogic SL1

With ScienceLogic SL1, you get visibility, context, and action across your entire IT operations to maximize business performance.

See	Contextualize	Act
See all your data in one place. Discover everything you have in your IT environment—standard and unique—in real-time, across physical, virtual, and cloud. Collect and store a variety of data in a clean, normalized data lake.	Understand relationships between infrastructure, applications, and business services. Use this context to apply AI/ML for actionable insights.	Connect your IT ecosystem. Integrate and share accurate and relevant data across technologies and your IT ecosystem—ITSM, DevOps, APM, and more—in real-time. Apply multi-directional integrations to automate both responsive and proactive actions at cloud scale.

The SL1 platform consists of two key architectural components: **PowerSync** and **PowerMap**.

- **PowerSync** brings data from all your enterprise IT management tools and data sources together into a real-time data lake. It lets you exchange and optimize cross-ecosystem data for complete visibility, to auto-remediate issues, and to accelerate productivity through automation.

- **PowerMap** puts that data into context, so you understand the real-time context for how everything works together.

The SL1 platform is licensed based on the types of data you want to bring into the system: infrastructure, application, business services, or to integrate and automate with the rest of your IT ecosystem. The four solutions we offer today include:

- **Infrastructure Health** – core solution
- **Application Health**
- **Service Health**
- **Incident Automation –** currently supports CMDB enrichment and incident automation

Any combination of the 3 solutions can be licensed in addition to Infrastructure Health.

Infrastructure Health

Infrastructure Discovery (PowerSync)

Stay in control of your evolving infrastructure with ScienceLogic's agentless or agent-based, intelligent auto-discovery. PowerSync applies a variety of patented techniques to continuously discover, collect, integrate, and exchange data across your IT ecosystem. It uses monitoring policies that iteratively uncover and collect element configuration, asset, and performance detail—in highly dynamic and ephemeral environments—with no action required by the user. These policies can specify any blend of APIs, events, polled, streamed, log, OS forensics, custom, and agent-based techniques to collect, fuse together, and store the data in a clean, normalized data lake.

Note: Agents can be optionally deployed to automatically collect additional granular detail about the infrastructure.

Dashboards (PowerMap)

See the information that matters in a single, customized view with ScienceLogic's role-specific dashboards. Build real-time, highly intuitive dashboards to monitor key parameters in your business—as they happen. From internal and external SLA parameters to element-specific and overall performance metrics, the ScienceLogic platform flexes to meet your business needs, regardless of size.

Infrastructure Mapping (PowerMap)

The world of IT continues to get more complex every day. New technologies are entering the market at a blistering pace—with virtual, cloud, serverless, and software-defined infrastructures rapidly replacing physical infrastructure. And the ever-increasing variety and velocity of changes can no longer be tracked manually. Business applications and services rely on a combination of these and the more traditional technologies.

Understanding how all the different parts work together has never been more difficult. The silos developed across different areas of IT make troubleshooting problems nearly impossible. These are the exact issues our built-in infrastructure dependency mapping solves. PowerMap auto-derives relationships and topological context for all internal and external IT infrastructure to accelerate root cause and impact analysis.

Infrastructure Monitoring (PowerSync)

Get instant visibility across all IT infrastructure today, maintain full visibility when new technologies are introduced in the future, and spend less time administering your IT environment. Accurately gauge infrastructure health, availability, and risk—in real-time. Monitor and manage performance and availability for traditional data centers, hosted environments, and the public cloud with a single solution. Monitor any technology, any vendor, anywhere it runs, such as cloud, network, storage, compute, converged, application infrastructure components, unified communications, and environmental.

Event Management (PowerSync)

Stop looking for a needle in a haystack when issues occur. Built-in topology-driven event correlation and management help you avoid a flood of false events—or incidents. Avoid delays and errors from manual incident creation.

Escalate and alert on critical events to ensure rapid problem resolution and consistent service performance. Make sure the right people receive the right alerts at the right time. Trigger automations off events to speed MTTR.

AI/Machine Learning (ML) (PowerMap)

Avoid being overwhelmed with too much unrelated data. PowerMap's patented AI and ML gives you real-time context to derive real-time, actionable insights and exceptional outcomes. Fuse data from multiple sources. Dynamically establish and track a multi-layer topology that provides context to raw data. This topology traverses infrastructure, app and business service relationships across static and ephemeral workloads and apps—spanning data centers and clouds. With this new context, apply AI/ML algorithms to dynamically set baselines, learn behavior, proactively detect unusual behavior, determine cause, predict near-term resource issues, and proactively respond.

Automation Engine (PowerSync)

Achieve higher levels of productivity, reduce or eliminate the risk of human error, streamline and automate operational processes (break/fix, incident, configuration, change and problem management) within and across organizational silos, and free up time to focus on more important business critical tasks.

Use Built-in Run Book Automation to automate routine tasks in real-time or on a schedule. Auto-remediate known issues, capture critical diagnostic information for improved incident and problem management, and self-heal.

Application Health

App Mapping (PowerMap)

Modern apps are increasingly complex, made up of multiple on-prem, SaaS, and third party apps and components. These components are increasingly dynamic and ephemeral, with changes often occurring in minutes or hours. It's not humanly possible to keep track of all the various changing piece parts.

Use PowerMap to understand relationships between app components and the infrastructure they run on. Get a complete picture of how your infrastructure is impacting the performance of your apps, across all tiers, and within each tier – web servers, app servers, database servers, app services, and more.

App Monitoring (PowerSync)

Ensure end user satisfaction by tracking performance, availability, and user response time for packaged commercial apps and services (IIS, Apache, Active Directory, SharePoint, etc.), regardless where the app runs – IaaS, PaaS, SaaS, or hosted. Agents can be optionally deployed to automatically collect granular detail about the apps running on hosts.

Know how your on-prem, cloud, and SaaS apps are working—at all times. Monitor your apps and their underlying infrastructure as a business service—in real-time. Validate synthetic transactions.

Maximize your tool investments by choosing when and where to use SL1 and/or your APM tool. Fuse data from your APM tools with other app and infrastructure data in SL1 to get a complete picture of app and service health, availability, and risk.

Service Health (PowerMap)

IT & Business Services

Start looking at how well your IT and business services are performing. Dynamically model and maintain IT and Business Services across static and ephemeral workloads and apps. Use infrastructure and app components, and their inter-relationships to define what makes up your IT and business services. Know how your apps and infrastructure affect the health, availability, and risk of your critical business services. Automate proactive and responsive repairs based on service impact.

Incident Automation (PowerSync)

Ecosystem Integration & Automation

Easily integrate and share data with other IT ecosystem management tools. Chain them together for full visibility, improved operational efficiency, and reduced risk.

CMDB Enrichment

ScienceLogic streamlines and automates the process of discovering, populating, enriching, reconciling, and maintaining an inventory of asset configurations and infrastructure relationship data in your CMDB. With ScienceLogic, you can synchronize data in your CMDB with your IT environment in near real-time. Thus, you'll have more accurate and relevant data in your CMDB.

Incident Management Automation

Streamline, enrich, and automate the process of creating and managing incidents, as well as notifying the right teams. Reduce the number of incidents generated and benefit from instant efficiencies.

The Evidence

Cisco Managed Services is replacing their homegrown solution with ScienceLogic 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. To date, Cisco IT reduced their toolset by 80%, achieved over $11M in productivity gains through data-driven automations, while managing over 110,000 devices, 4.2 million events, & 100,000 tickets.

Kellogg's was transforming their business from a cereal company to a snack food company; their cloud first initiative led to parallel efforts to renovate their core infrastructure and monitoring tools. ScienceLogic gave them the visibility and automation needed to move to AWS 2 years faster—and close 4 Data Centers 3 years faster—than planned. They achieved over $10M in annual cost savings, reduced the staff required to maintain their monitoring tools by 80%, while managing 500% more infrastructure. By automating incident creation and management, they can now create and resolve 4 times as many incidents per month, saving an additional $2M dollars in productivity.

A fortune 100 global sportswear company's next generation data center project allowed them to reduce events by 50% and incidents by 30%, as well as deliver enterprise-wide service visibility for critical product launches to all stakeholders, so they can ensure service quality, response times, and support.

A large federal systems integrator was moving from a T&M business model to a Service Catalog model. Partnered with ScienceLogic, they made the transition on time; reduced administrative staff from 12 to 3.5; and cut their mean time to repair (MTTR) from 4 hours to 15 minutes by replacing their existing BMC toolset with ScienceLogic.

The Environmental Protection Agency's (EPA) "Green" data center consolidation initiative led them to a shared services model for IT operations. With ScienceLogic, each EPA region maintains complete autonomy and control, while reducing overall operating costs.

A fortune 500 technology consulting firm's cloud first initiative led to the consolidation and reduction of multiple infrastructure and monitoring tools. With SL1, they can monitor twice the infrastructure, while freeing up 61% of their current tool administrators to new projects. They achieved over $200K in annual cost savings by displacing CA, BMC, and IBM

About ScienceLogic

The ScienceLogic SL1 platform enables companies to digitally transform themselves by removing the difficulty of managing complex, distributed IT services. We use patented discovery techniques to find everything in your network, so you get visibility across all technologies and vendors running anywhere in your data centers or clouds.

The power of our solution is that we collect and analyze millions of data points across your IT universe to help you make sense of it all. We automatically provide a complete inventory, track dynamic relationships between technologies, notify you about issues needing immediate attention, and enable you to initiate corrective actions – all in real-time. We also collaborate with you to integrate the platform with the rest of your IT management ecosystem so you can share data and automate your IT processes.