

Transforming MSP Operations with Integration and Automation

ScienceLogic Modernizes Realdolmen's IT Ops for an AIOps Future

Realdolmen is one of the largest MSPs in Belgium and is part of the European Gfi Group, one of the best performing companies in the field of digital and IT services. The Gfi Group, headquartered in Paris, is active in 20 countries and 4 continents. With around 1,950 highly skilled employees, Realdolmen serves more than 1,000 customers in strategic, tactical and operational IT areas, including clients in Government, Healthcare, SMB & Enterprise sectors.

Business Challenges

- Multitude of expensive non-integrated monitoring, reporting, dashboarding, and ITSM tools
- Inaccurate CMDB with unmonitored devices & misprioritized incidents
- Missed Service Level Agreements (SLAs) due to high Mean Time to Resolution (MTTR)
- Lack of automation & remediation capabilities

ScienceLogic Solution

- Replaced multiple tools with single SL1 platform, while migrating existing data & dashboards
- Improved CMDB integrity by automatically synching monitored CIs with the CMDB
- Reduced ticket count by 600% with topology-based event suppression
- Leveraged built-in automation to accelerate remediations and reduce MTTR
- Applied custom dashboards to differentiate services

“ Missed SLAs due to high MTTR are no longer an issue. ScienceLogic's tool consolidation approach and SL1's integration and automation capabilities have reduced IT Ops costs and MTTR. ”

Luc Horre, RCloud & Innovation Manager, Realdolmen

Results

600%

Decrease in ticket registration

2

Unified monitoring & reduced toolsets to 2

20%

Increase in the number of proactive events;

30%

Decrease in reactive events

Technical Challenges Addressed



Tool Sprawl

It's no easy task for a large MSP to manage and manually correlate incidents and events across a multitude of expensive monitoring, reporting, dashboarding, and ITSM tools. With ScienceLogic there's now a single pane of glass from which Realdolmen, its line of business owners, and customers can get real-time views of the health of their infrastructure, applications, clouds, and business services. Around the globe, all Realdolmen IT Ops elements are monitored by SL1 using only two collectors. Now, just two toolsets have minimized tool sprawl and SL1 provides Realdolmen with enhanced software monitoring capabilities.



CMDB Integrity

Keeping Realdolmen's CMDB accurate and up to date was a challenge. CI information was not kept up to date by the Service Delivery Managers, causing tickets to occur on devices already removed by the client, out of scope, or unmonitored. CI prioritization was also stale which resulted in on-guard calls for test environments. Realdolmen uses SL1's PowerSync for built-in support of automated event suppression, event masking, and real-time automated syncing with the CMDB. With ScienceLogic, Realdolmen has improved the integrity of its CMDB data.



Manual IT Ops

A manual approach to IT Ops management, problem identification, and remediation isn't scalable. ScienceLogic's AIOps-driven automations address these issues faster and better for MSPs like Realdolmen. Automations can be set up to remediate events, sync the CMDB, auto-disable or restart devices, and more. ScienceLogic runbooks define temporary suppressions of events, acknowledge and clear events, disable discovered devices not in scope, alert on collector outages, and allow for custom device thresholds to be set. Such automations take what was previously manual IT Ops to the next level via AIOps.

Why ScienceLogic?

There were numerous reasons for Realdolmen to select ScienceLogic to transition its IT operations towards an AIOps future. Use of SL1 allows the MSP to reduce the number of expensive existing toolsets down to just two, simplifying cross-ecosystem management and reporting via one single pane of glass. Out-of-the-box and custom monitoring Powerpacks, automated end-to-end testing, and advanced software monitoring features were also important to Realdolmen, as was reducing ticket counts. Realdolmen leverages SL1 and its integration and proactive automation features to support Business Services and gain visibility into the end-user experience so customers remain satisfied with their services.

ScienceLogic is a leader in IT Operations Management, providing modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its solution sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.

Disclaimer: The information contained in this case study is provided for illustrative purposes. A company's experience may vary based on individual circumstances. There can be no assurance that every company will achieve similar results in comparable situations.