

# Tier 1 U.S. City Digitally Transforms Operations & Citizen Services with AIOps

Softility+ScienceLogic Solution  
Delivers Resilient Digital Experiences &  
**Reduces Operational Costs by 40%**

This tier one city's IT shared services operation maintains mission critical IT infrastructure, applications, and systems for 120 agencies, boards, and offices, and make government services accessible to over 8 million residents. The city's IT department touches every aspect of city life, from public safety to human services, education to economic development, essential to emergency services, & more.



## Business Challenges

- Shift to cloud & deliver resilient digital experiences across hybrid, multi-clouds
- Shift from monolithic to agile development and delivery—enable teams to quickly adopt newer technologies & accelerate delivery of new offerings
- Empower agency self-service by delivering IT as a service (ITaaS) and enabling inter-agency data sharing
- Run operations in more efficient & effective ways that dramatically improve service quality and customer satisfaction
- Grow capacity to support increasing IT complexity & customer demand

## ScienceLogic Solution

- Single platform for end-to-end service and application monitoring & management; tools minimization
- Adaptability to quickly support newer technologies & customer needs
- Two-way integrations with ServiceNow & 3rd party tools
- Merge multiple data sources together to provide proactive insights into end-to-end service health, availability and risk
- Scalable platform supports high volume, velocity & variety of data

“ When you have a city with 8 million residents on the move 24 x 7, the demands and expectations are very high. The apps and business services that support the city always have to be up and running and constantly changing with the times. ”

*Srini Tipirneni, CEO of Softility*

## Results

**1**  
**Unified Platform**

Replaced 15 tools from 6 vendors

**40%**  
**Faster MTTR**

Improved MTTR through auto-creation/ assignment of tickets & business service visibility

**100%**  
**Multi-cloud Coverage**

Cloud coverage was non-existent before; increased agility to adopt newer technologies, including 11 cloud environments (AWS, Azure, Google, ...)

## Technical Challenges Addressed



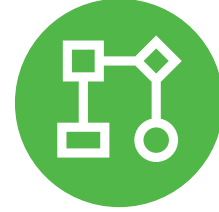
### Cloud Coverage

Rigid legacy architectures, limited scalability, a lack of cloud coverage, and restricted visibility of microservices/containers across the city's IT ecosystem left them aimless on the path to modernization & AIOps. The city's Softility/ScienceLogic solution now intelligently monitors across hybrid IT and multiple public and private clouds. Using run book automations (RBAs), SL1 auto-triggers proactive and reactive actions as needed to consistently deliver resilient user digital experiences at any touch point. With its new AIOps roadmap in hand, the city has gone from having only on-premise infrastructure and applications to monitoring & optimizing workloads across the entire IT environment.



### Limited Automation

With limited automation capabilities, manual tasks were cumbersome & time-consuming. Automation of manual processes increases agility and, when combined with SL1 machine learning (ML), provides insights that drive more intelligent operational decisions. Moreover, APIs that exchange data among third parties also improve agility. Thanks to SL1's built-in automation service, DevOps teams now have the freedom to adopt newer technologies, innovate, and accelerate delivery of new offerings. Automated discovery of all elements and real-time data synching ensure the ServiceNow CMDB is always up-to-date with context-infused details, which enables automated data sharing workflows such as ticketing and change management.



### Siloed Tools

Use of siloed on-premise monitoring tools and remote agents made getting a holistic view of the city's IT operations costly, time-consuming and painful. As a result, mean-time-to-detect (MTTD) and MTTR suffered – as did customer satisfaction levels. In a quest to improve customer satisfaction, the city completely replaced 15 siloed monitoring tools with the single, unified SL1 platform. With this more efficient, intelligent monitoring solution & single, two-way ServiceNow integration, IT Ops costs were reduced by 40%. End users and agencies can now access self-service Business Service dashboards to monitor and manage their own services against SLAs promised.

## Why ScienceLogic?

The city chose ScienceLogic's unified SL1 AIOps platform to provide universal business service visibility across their entire IT ecosystem (clouds, network, servers, storage, applications, databases), enabling improved reliability of services and helping to meet/exceed SLAs. Integration with ServiceNow, built-in automation services, and the ML-driven operational intelligence of the platform reduce the need for time-consuming manual tasks, improve MTTR, aid in reducing the city's IT operations costs, and reliably deliver the services end users & agencies can depend on.

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.