Fast Incident Resolution Requires Data-Driven Automation

Bad Data and Manual Processes Jeopardize Business Outcomes in a Digital World

Customers today expect business to provide outstanding customer experience. To deliver on that goal, an increasing number of businesses are undergoing significant digital transformation. Unfortunately, many of them run into a simple challenge: data and technology scale well; manual processes do not. Many organizations struggle to automate even the most routine processes and workflows, making it impossible to deliver the type and quality of customer experience demanded in the digital age.
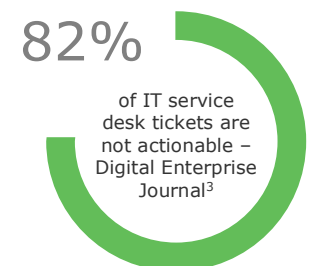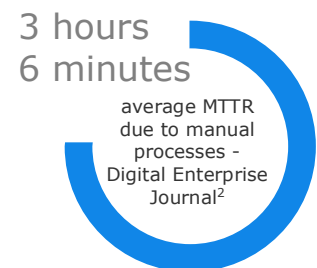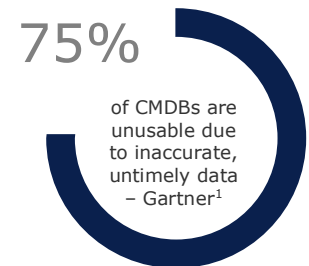
Trusted Data and Automation Drive Better Digital Experiences and Business Innovation

Escaping time-consuming, error-prone, manual processes is a priority for IT organizations looking to digitally transform. For many, bad data is the ball and chain holding them back. This challenge is particularly acute in incident resolution processes, where lack of accurate data and automated processes result in lengthy delays identifying, reporting, troubleshooting, and resolving incidents. These delays lead to poor end-user experience, staff inefficiencies, and stifled business innovation.

ScienceLogic SL1: Data-Driven Automation

ScienceLogic SL1 provides a turnkey platform for collecting, merging, cleaning, normalizing, and maintaining data from numerous sources into a centralized, real-time data lake. SL1 then automatically maps the data within the infrastructure, application, and business service context. The platform can then synchronize the data (configuration items) and relationships with the CMDB of your choice. By keeping the CMDB synchronized to your monitored environment, you can fully automate your incident resolution processes. As a result, ScienceLogic customers have seen drastic improvements in productivity, efficiency, incident reduction, MTTR, customer experience, incident resolution and reduced risk.

At a glance: Impacts of manual incident management workflows

75%
of CMDBs are unusable due to inaccurate, untimely data – Gartner[1]

3 hours 6 minutes
average MTTR due to manual processes - Digital Enterprise Journal[2]

82%
of IT service desk tickets are not actionable – Digital Enterprise Journal[3]

CISCO

$18M+

Productivity gains by auto-capturing deep diagnostic data for faster incident resolution

GENERAL DYNAMICS
Information Technology

94%

MTTR reduction with automated ticketing

NETDESIGN

50%

Fewer incidents and **21% faster incident resolution** by shifting from manual to automated operations

Kellogg's

300%

Productivity gains by creating and **resolving 4X** as many incidents per month

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[1] *Strategic Roadmap for IT Service Management,* Gartner (2018)
[2 & 3] *The Roadmap to Becoming a Top Performing Organization in Managing IT Operations, Digital Enterprise Journal (2019)*

ScïenceLogic

Addressing Critical ITSM Use Cases: Any Data, Any Service Desk, Anywhere

By automating key incident resolution workflows–from identification to troubleshooting to resolution–SL1 dramatically lowers MTTR, frees staff resources to focus on strategic projects, reduces costs, and creates better customer experience and satisfaction. Here's how SL1 does it.

ITSM Automation Workflows
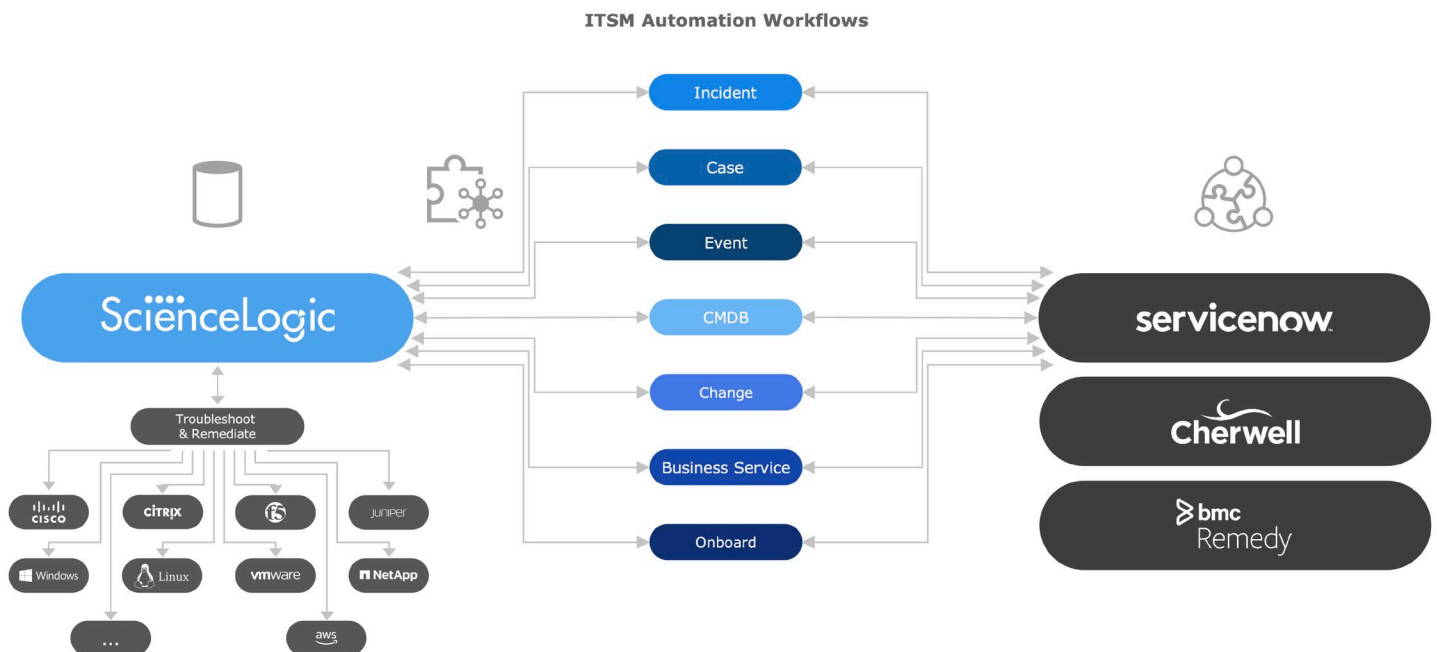
Achieve CMDB Accuracy with CMDB Synchronization

Automatically populate and maintain CMDB accuracy in real time, freeing your IT staff from cumbersome, error-prone manual processes. With an accurate CMDB, you can confidently automate additional IT workflows.

Resolve Incidents Faster with Automated Ticketing

Eliminate manual incident management processes by automatically creating, populating, enriching tickets with critical triage information, routing to the right teams, updating, and closing tickets and associated events. By automating ticketing, you can increase staff productivity, resolve incidents faster, and lower MTTR.

Reduce Event and Incident Noise to Lower MTTR with Behavioral Correlation

ScienceLogic's machine learning (ML)-based behavioral correlation analyzes events, changes, and anomalies within a service context to quickly identify service impact and isolate root cause. By eliminating redundant event and incident noise, you can lower MTTR, free IT resources for more impactful projects, and increase overall staff productivity.

Automate Troubleshooting for Faster RCA

Use ScienceLogic's automation library of best practices to automate triage and remediation workflows. Automatically capture diagnostic data when issues occur and enrich incidents, events, and cases with the data or auto-remediate known issues. Alternatively, operators can initiate recommended actions from within the SL1 console. By automating troubleshooting and remediation, you can meet of exceed SLAs to ensure stellar end-user experiences.

Resolve Customer Cases Faster with Automated Case Management

Eliminate manual case management processes to open, populate, route, and close customer cases. By showing customers only the most relevant information and providing automated, timely updates, you can improve customer satisfaction.

About ScienceLogic

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