Automate Troubleshooting and Remediation for Faster Incident Resolution

Manual Incident Triage and Resolution is Costly and Outdated

As organizations move more applications and infrastructure to the cloud, the risk of service impacting outages increasing exponentially in parallel with the complexity of the IT environment. As more people depend on digital services, outages are becoming more costly, resulting in loss of worker productivity, lost revenue from disrupted business, reputational damage and a decline in customer loyalty/trust.

With complex, hybrid-cloud environments, it is rarely obvious or clear where the root cause of an issue lies and how to fix it. Troubleshooting and remediating these issues is often a long, manual, and cumbersome process to look up credentials, log in to remote devices, and gather answers from multiple data sources, or worse, trying to recreate an issue.

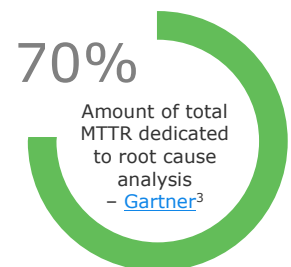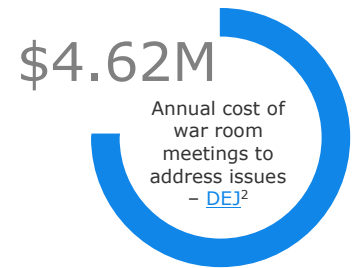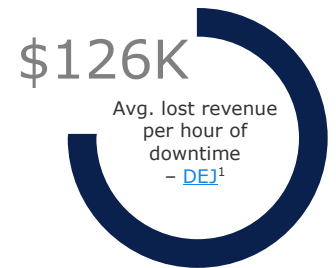## Identify Opportunities to Automate Incident Resolution

The time spent on mean time to know can account for up to 70% of the time it takes to resolve an issue[3]. By automating these investigation steps, you can dramatically lower your MTTR and improve overall IT operations.

Leading organizations are continuously looking for ways to optimize their operational processes for diagnosing, troubleshooting, and resolving issues. This ranges from identifying the most commonly occurring service-impacting incidents and events to automating steps for diagnosing and resolving issues to applying self-healing automation.

ScienceLogic SL1: Diagnostics, Troubleshooting and Remediation, at Your Fingertips

SL1 automates troubleshooting and remediation by enriching incidents and events with real-time diagnostic data captured when an event occurs. With information at their finger times, your team has time to focus on solving the problem, significantly reducing the time it takes to resolve issues, lowering mean time to repair (MTTR), and freeing them to tackle more value-added work.

At a glance: Manual triage & repair facts

$126K
Avg. lost revenue per hour of downtime
– DEJ[1]

$4.62M
Annual cost of war room meetings to address issues
– DEJ[2]

70%
Amount of total MTTR dedicated to root cause analysis
– Gartner[3]

CISCO

$18M

In productivity savings with automated troubleshooting

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enablis
your communications partner

40%

Reduction in MTTR with automated troubleshooting and ticketing

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NETDESIGN

32%

Faster incident resolution by shifting from manual to automated operations

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Content +Cloud

1.4

FTEs repurposed **to create value-added services** for the business

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[1] The Roadmap to Becoming a Top Performing Organization in Managing IT Operations, Digital Enterprise Journal (2019)
[2] Strategies of Top Performing Organizations in Deploying AIOps - key findings, Digital Enterprise Journal (2020)
[3] Take Six Steps to Find the Real Root Cause, Gartner (2017)

How it Works

SL1 constantly monitors the health of your entire IT environment including the most widely deployed datacenter and network devices and public cloud services (Figure 1), alerting you when important or service-impacting events happen.


Figure 1 - Sample Supported Technologies

By applying nearly 900 best-practice automations, you can automatically collect diagnostic data to enrich events, as well as automate the troubleshooting and resolution activities for incidents with no human input.

The time savings can be significant, especially when multiplied by tens of thousands of events per year (Figure 2).
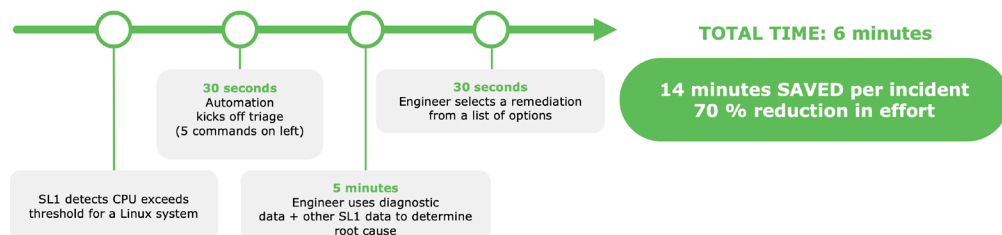
The manual way
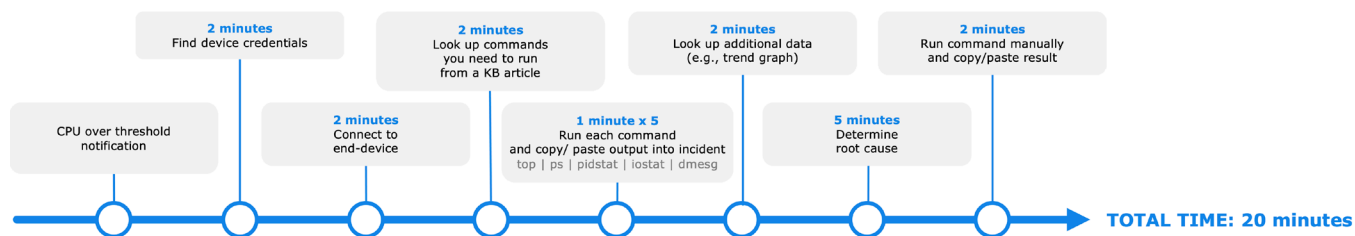
The new automated way

Figure 2 - Example Time Savings

Enrich Events and Incidents with Real-Time Diagnostic Data
SL1 automatically enriches events and incidents with critical diagnostic information gathered at the time of an event so you can start troubleshooting faster.

Run Diagnostics and Remediate Issues Faster
SL1 automation library of best-practices allows you to automate simple or complex multi-step collection of further diagnostic data and/or remediate issues in a single click.

Optimize Long-Term Problem Management
SL1 lets you leverage collected diagnostic data and remediation actions to forensically identify and then fix reoccurring problems.

"ScienceLogic leads at scale and automated RCA. SL1 applies an algorithmic approach to contectualize and search a real-time data lake that can speed an operations team's identification of root cause and remediation of incidents."

—The Forrester Wave TM: Artificial Intelligence For IT Operations, Q4 2020

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 solution sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.