Automation Engine for AIOps

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.

Powering the Intelligent Enterprise

The end state of modern IT Ops is all about automation. No matter where you are on your journey, ScienceLogic is here to help you get to your final destination. Transform your business with intelligent, data-driven automation.

One Platform Manages Everything

ScienceLogic's single monitoring and AIOps platform, ScienceLogic SL1, is the perfect solution for consolidating your existing IT monitoring tools and establishing a real-time operational data lake that forms the foundation for your journey to automated operations (AIOps).

- **Reduce operational expense**—eliminate silos of IT data and tools.
- **Avoid service outages**—use context to assess impact to business services, prioritize incidents based on business relevance, diagnose root cause faster, recommend and drive optimizations and remediations.
- **Increase service delivery/revenue**—free staff to innovate and deliver new services faster through automation.

ScienceLogic
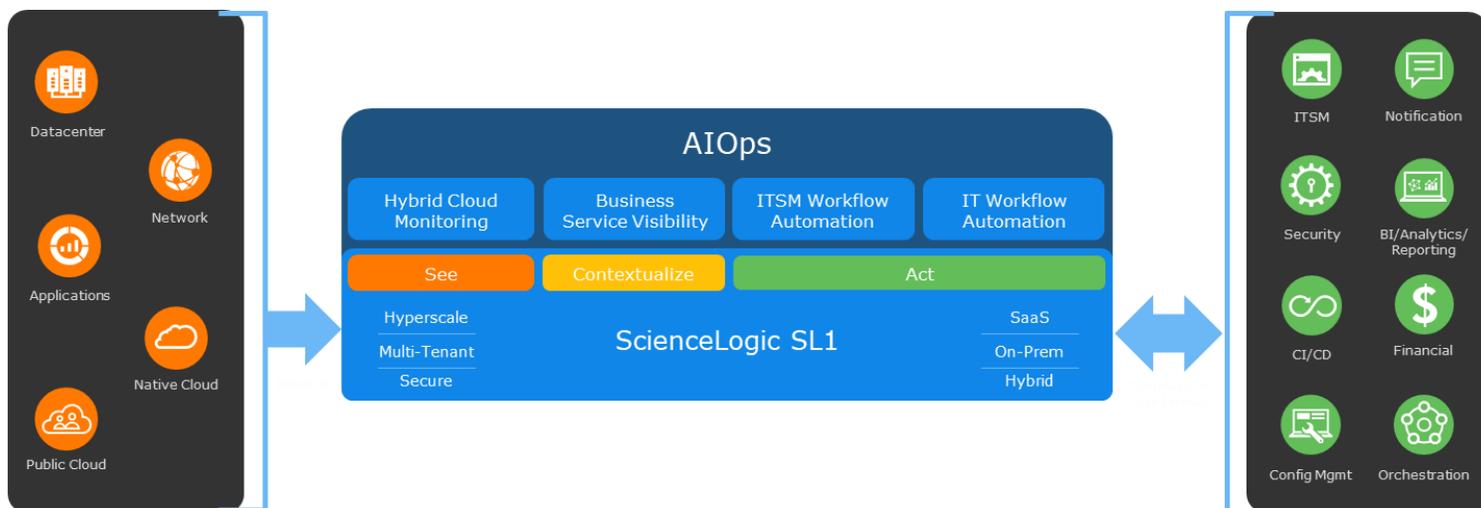
Monitor Any Technology. Any Vendor. Anywhere.

Monitor a broad spectrum of legacy and modern technologies including major public clouds (AWS, Azure, Google), serverless and microservices based technologies, virtualization solutions (e.g., VMware), software-defined networks, servers, storage, unified communications, and more.

SL1 ingests a variety of data points such as availability, performance, events, logs, asset, and configuration via SNMP, API, SSH, Syslog, using agent-based and agentless techniques to create a unified operational data lake.

Leverage 400+ out-of-the-box Monitoring PowerPacks and easily extend your monitoring to support your unique business needs. PowerPacks are like apps for your smartphone that enhance and extend your SL1 deployment.

Can't find what you need? Dive into our low-code SDK to build your own integrations using SSH/CLI, REST, JMX, and more. Break-down data silos to gain end-to-end visibility of your IT estate.

Hybrid Cloud Monitoring

Unify infrastructure monitoring across physical, virtual, software-defined, and cloud-based network, storage, and compute resources running on-premises and/or in a multi-cloud environment.

Bridge the gap between legacy and modern tools in your hybrid IT landscape by building cross-domain infrastructure topology maps. Leverage this end-to-end visibility to correlate events, reduce event noise, expedite troubleshooting, and better yet, avoid outages altogether.

Business Service Visibility

Ensure optimal health of your critical business services with comprehensive service dashboards. Model business services within SL1, as well as integrate third-party services and application relationships via your service mapping or APM tools. SL1 dynamically detects and maps your services to the changing infrastructure and app topologies.

Use customizable and drillable dashboards for service health, availability, and risk of multi-tier services to quickly assess service impact and prioritize work. Apply machine learning to detect anomalies and correlate anomalies and events within a service context to further reduce noise and detect issues before they turn into business impacting outages.

And when service degradation does occur, quickly zero-in on the root cause. Leverage recommended actions to speed-up incident resolution.

Southwest

82% tools reduction—consolidated 33 tools down to 6 to increase IT efficiency, automation, and focus on creating " positively outrageous" customer experience.

Content+Cloud

15% more revenue delivered at net zero cost. 1.4 FTEs repurposed to deliver new service offering.

NYC DOITT
Information Technology & Telecommunications

100% visibility across 11 different clouds. Lower MTTR with business service visibility across IaaS, PaaS, and SaaS.

AppCentrix
Enterprise Intelligence

98% fewer critical incidents by shifting from device-centric to business service visibility.

enablis
your communications partner

50% boost in NPS by tuning MSP NetOps through improved service visibility.

Kellogg's

300% productivity improvement
—Enrich CMDB
—Save 2,500 hours, $2.5M/yr.

Softcat

90% faster onboarding of customers and technology—processes that used to take weeks with legacy tools now happen in minutes or hours.

NetDesign

32.4% faster average incident resolution time (2-year gain).

CISCO

$18M+ productivity savings by automating troubleshooting and remediation.

GENERAL DYNAMICS
Information Technology

94% MTTR Reduction
(4 hours to 15 minutes).

ITSM Workflow Automation

SL1 provides bi-directional integration with popular ITSM vendors (e.g., ServiceNow, Cherwell, BMC Remedy) to help you drive better digital experiences and business innovation with trusted data-driven automation. By unifying monitoring within the SL1 platform, you can automatically populate, synchronize, and maintain CMDB accuracy in real-time, freeing your IT staff from cumbersome, error-prone manual processes.

Eliminate manual incident management processes and lower MTTR by automatically creating, populating, and enriching tickets with critical triage information; routing to the right teams; as well as updating and closing tickets and associated events. Reduce incident noise by leveraging scheduled maintenance windows. Accelerate onboarding of new technologies. And last but not the least, eliminate manual case management processes to open, populate, route, and close customer cases to improve CSAT.

IT Workflow Automation

Manual incident triage and resolution is costly, error-prone, and outdated. SL1 automates troubleshooting and remediation steps by automatically enriching incidents and events with real-time diagnostic data captured when an event occurs.

With information at their fingertips, your team has time to focus on solving the problem, significantly reducing the time it takes to resolve issues, lowering MTTR, and freeing them to tackle more value-added work. Enable your team to perform additional common troubleshooting tasks directly from within SL1 based on our Automation Library of 400+ automations.

Build additional automated workflows across your ecosystem using our low-code workflow automation builder and expedite your automation roll-out.

Why ScienceLogic?

You're constantly looking for better ways to reduce IT costs, decrease risk of service disruption, and increase service delivery/business revenue. ScienceLogic provides a single platform to do just that.

Purpose-Built For Hybrid Cloud Environments
See IT all in one place. It doesn't matter if your infrastructure and apps are running on-premises, in the cloud, or both. SL1 brings all your data together with in-depth operational support for traditional data centers, cloud-native services (Docker, Kubernetes, microservices, and serverless), and hyperscalers (AWS, Azure, Google, and VMware). Modernize and consolidate your existing tools into a single AIOps platform for modern IT operations management

Multi-Tiered Business Services
Avoid service outages with real-time visibility into how your shared infrastructure impacts different levels of your digital business services and apps. SL1 applies machine learning analytics to automatically map dynamic service relationships, dependencies, and behaviors within and across your entire IT universe.

ML-Driven Behavioral Correlation
Accelerate service impact and root-cause analysis by correlating events and anomalies within a business service context. Cut through the noise to prioritize work and respond to issues faster with Behavioral Correlation.

Accurate CMDB & Faster Incident Resolution

If you use ServiceNow® or any other ITSM solution, you can get more out of your investment by complementing it with ScienceLogic. Automatically synchronize your CMDB with your monitoring environment so you can resolve incidents faster and automate ITSM workflows like ticketing, routing, troubleshooting, problem management, and more.

Connect Your Ecosystem By Automating And Synchronizing Workflows

No single tool or platform meets every IT need. With SL1, you can ensure data is up-to-date and that systems are in sync to support all your efforts by integrating and orchestrating your core IT platforms and processes via data federation.

Cloud Scalability

Hybrid cloud infrastructure poses unprecedented challenges to support business growth. Spiraling IT complexity requires a scalable platform that handles massive volumes, variety, and velocity of data. The SL1 platform is designed to grow with you and support your needs today and in the future.

Real-Time Operational Data Lake

Eliminate the need for data scientists to manually merge, normalize, and maintain a wide variety of data collected across multiple data sources. Combine events, logs, performance, configuration, IOT sensors, and environmentals for full insight into your overall IT health. Consistently apply analytics on your data to make faster, informed decisions.

Support Unique Configurations

SL1 gives you the flexibility to meet your specific operational needs. From integrations to dashboards to service models to automations and more, SL1 has you covered.

True Multi-Tenancy

Whether you're an organization who needs a multi-tenant solution for your customer base or who supports a shared services model, we've got you covered. True multi-tenancy is core to the SL1 platform.

> "We have to support our legacy business, and yet transform the experience of Cisco.com to meet the expectations of consumers as they engage in what they expect to be a platform for services."
>
> —Bailey Szeto, VP of Customer & Seller eXperience, Cisco IT

ScienceLogic

ScienceLogic Named a Leader in AIOps

FORRESTER®
WAVE LEADER 2020
Artificial Intelligence For IT Operations

Gartner®

2020 VALUE LEADER EMA
INCIDENT, PERFORMANCE, AND AVAILABILITY MANAGEMENT
EMA Radar™ for AIOps: Q3 2020

2020 Forrester Wave | 2021 Gartner Market Guide | 2020 EMA Radar

More Than 100,000 Organizations Trust ScienceLogic

Enterprises

Transform IT Operations from back-office to business catalyst. Realize the impact of digital transformation by shifting from mean time to repair (MTTR) to time to business impact (TTBI). Understand the potential business or service impact so you IT can focus on the things that are most important to the business—and ACT on those things to avoid any negative impact on both customers and employees. Monitor service and infrastructure performance. Deliver role-based views for operations and business users.

Service Providers

Modernize, monetize, and maximize margins. Deliver services that help your customers thrive, and your business thrive in return. MSPs, CSPs, and hosters get a multi-tenant solution with white label capability. Use SL1 to deliver on stringent SLAs, deliver innovative new service offerings faster, maximize operational efficiency, and increase business agility.

Government & Public Sector

Manage your mission-critical services with confidence. Conform to Federal Mandates. Save time and money with a multi-tenant, secure IT operations management platform. Support federal regulations requiring agencies to do more with less through consolidation. SL1 is the first end-to-end monitoring platform to conform to the U.S. government's interoperability standards and be listed on the DoD Information Network (DoDIN) Approved Products List (APL). Available as a FedRAMP Moderate Ready Environment that resides in FISM high-rated data centers.

Global System Integrators

Enterprise businesses rely on IT outsourcers to improve efficiency and deliver new digital business services while managing risks. GSIs choose SL1 to enable modern IT operations management for better outcomes. Use SL1 to accelerate cloud adoption, manage change, lower costs, and deliver digital-ready services for clients.

Ameriprise Financial | AT&T | Capgemini | CAT | CISCO | Computacenter

DELL | Department of Veterans Affairs | DISA | GANNETT | IBM | Insight

JPL Jet Propulsion Laboratory | NYC DOITT Information Technology & Telecommunications | SIRIUS | SNR | TATA CONSULTANCY SERVICES | wipro