

Why ScienceLogic for AIOps and Observability?



Customer and Analyst Recognition

ScienceLogic was named among the top 3 vendors in The Forrester Wave™: Artificial Intelligence for IT Operations (AIOps), Q4 2022 report, achieving the highest possible scores in Automation, Remediation, and Strategy categories. ScienceLogic was recognized by customers in the 2023 Trust Radius "Best of" awards: Best Relationship, Best Feature Set, and Best Value for Price and landed among the top 3 providers with Industry and Customer recognition in the AIOps market.



Expanding Partnerships

ScienceLogic has been working closely with 20+ strategic Managed Service Providers, Channel partners, Federal System Integrators (FSI), and Global System Integrators (GSI) to help customers digitally transform their businesses and reduce hybrid cloud complexity. ScienceLogic continues to see a robust technical readiness investment from key strategic partners resulting in over 100,000 organizations using the ScienceLogic platform.



Proven Enterprise Security and Scalability

ScienceLogic's technology meets the rigorous security requirements of the U.S. Department of Defense, has been proven for scale by the world's largest service providers, and is optimized to meet the needs of large enterprises and government agencies.



Ongoing Platform Expansion for Better Business Outcomes

ScienceLogic continues to expand the foundational data sources, AI/ML-driven analytics, and ecosystem workflows that power automated IT operations. This powerful combination of data, analytics, and automation (a.k.a. See, Contextualize, Act) drives accurate, trusted, and cost-effective analytics-driven automation that support a variety of business use cases, including delivering new digital services, onboarding new customers, optimizing employee productivity and revenue-impacting customer experiences, and more.

About ScienceLogic

ScienceLogic empowers intelligent automated IT operations, freeing up IT talent, accelerating innovation and transformation, and driving business outcomes. ScienceLogic's AIOps and Observability platform monitors customer data across clouds and on-premises, enabling digital service visibility and automation. By applying AI/ML, ScienceLogic processes trillions of datapoints, transforming data into actionable insight. Trusted by thousands of organizations across the globe, ScienceLogic's technology meets the rigorous security requirements of the U.S. Department of Defense (DoD), has been proven for scale by the world's largest service providers, and is optimized to meet the needs of large enterprises and government agencies.

Business Value

Delivering Business Outcomes

ScienceLogic’s single monitoring and AIOps platform is the perfect solution for consolidating your existing IT management tools and establishing a real-time operational data platform that forms the foundation for your journey to AIOps.



Reduce Operational Expense

Eliminate silos of IT teams, data, tools, tool integrations with full-stack observability and improve employee productivity and collaboration.



Improve Customer Satisfaction

Avoid service outages by using machine-driven context to proactively detect issues, prioritize work based on business service impact, automate root-cause analysis, and remediations and deliver stellar user experiences.



Increase Staff Productivity

Automate operational IT processes and workflows like ticketing, notifying, collaborating, troubleshooting, optimizing, and remediating issues and free up employees for more strategic, higher priority work.



Grow Revenue

Focus on the right problems and free staff to innovate and deliver new and improved revenue-impacting business services faster through IT workflow automation.



Mitigate Cybersecurity Risks

Avoid impact of threats and attacks due to employee negligence or lack of awareness by providing visibility of anomalies and changes across your entire IT estate.

“ScienceLogic is a good fit for companies looking for a solution that is simple and secure to deploy and can be easily integrated with a wide variety of complementary technologies”

— Forrester Wave™: Artificial Intelligence for IT Operations, Q4 2022

How We Do It

Single Platform for AIOPs and Observability

The ScienceLogic AIOPs platform is a secure and scalable platform purpose-built for hybrid-cloud environments, deployed via SaaS and on-premises. It supports multi-tenant deployments, allowing shared services models with unique configurations, giving organizations the flexibility to meet their specific needs and transform business operations.



Observability—Monitor Any Technology, Any Vendor, Anywhere

- Eliminate observability gaps by unifying IT tools, data, and teams for your entire IT ecosystem
- Merge observability data from different sources including hybrid cloud, network, storage, IoT, and applications
- Adhere to strict security requirements including US Department of Defense Approved Product List (DoDIN APL) and integrate with CrowdStrike to secure ScienceLogic end-points



Scaling to support **170K** remote workers

40K telehealth visits per day

Addressing visibility gaps



Machine-driven Context and Insights—Understand Business Impact

- Provide business context to shift from device-centric to service-centric operations and observability
- Find previously unseen problems (anomalies)
- Accelerate incident resolution by automatically correlating performance events, anomalies, and changes in a service context
- Automate root cause analysis without manual rules and human-derived analysis



First National Bank

Avoiding service-impacting outages

50% fewer P1s

39 to 2 hour MTTR



Machine-driven Actions—Automate IT Workflows

- Automate incident resolution and routine IT processes like ticketing, notification, collaboration, service request fulfillment, configuration item lifecycle management, and more
- Automate network compliance, configuration, change management
- Synchronize data flows and workflows across your IT ecosystem tools and platforms with pre-built and easily customizable integrations and workflows (ITSM, notification, APM, BI/Analytics, DevOps, SecOps, CMDB, orchestration, security, and more)



\$110M

annual productivity savings by automating troubleshooting and remediation (Cisco CMS)

\$30-50M+

annual productivity savings by automating root-cause analysis (Cisco TAC)

“ScienceLogic has a differentiated, service-centric vision that aligns with and empowers its customer centric strategic innovation strategy.”

— Forrester Wave™: Artificial Intelligence for IT Operations, Q4 2022

More Than 100,000 Organizations Trust ScienceLogic

Transform IT Operations and Understand Service Impact to the Business.

Enterprises

Modernize, Monetize and Maximize Margins to Deliver Innovative New Service Offerings.

Service Providers

Manage Your Mission-critical Services with Confidence and Conform to Federal Mandates.

Public Sector

Enable Modern IT Operations Management for Better Outcomes and Deliver Digital-ready Services for Clients.

GSI



2022 Forrester Wave



2022 Gartner Market Guide



2020 EMA Radar



TrustRadius Best of 2023