

# Largest US Media Provider Creates a Path to Automate and Virtualize its NOC with ScienceLogic

**Amidst a complete IT infrastructure transformation, it reduces OPEX while achieving 90% faster incident response.**

Founded in 1906, this media powerhouse is the largest US news publisher and top daily newspaper. When a history of mergers and acquisitions forced the need to become more operationally sound, they began an IT digital transformation journey to automate and virtualize its network operations center. The ScienceLogic SL1 AIOps platform—delivered via SaaS—provides a foundation upon which they can improve operational cost and efficiencies by unifying redundant IT teams, consolidating duplicate tools, and improving SLAs.

## Customer Goals

- Drive efficiencies by simplifying and consolidating duplicative operations across teams, tools, and processes
- Reduce operating expense—manage distributed and diverse hybrid environments, while continuing to invest in new technologies
- Improve SLAs by shifting from reactive to proactive monitoring, and automating manual, labor-intensive processes

## ScienceLogic Solution

- Unified operations across all global locations within the SL1 SaaS platform allowing Ops to quickly discern impact, priority, and response
- Increased service visibility with SL1, optimizing problem detection and remediation of service-impacting issues
- Automated ticketing, triage, and remediation processes and workflows to accelerate incident response (lower MTTR)

“ We’ve been able to simplify and consolidate our operations, achieving real-time visibility and better performance insights, and an automated approach to IT operations. ”

– VP Infrastructure, Large US Media Publisher

## Results

**12**

Tools eliminated

**39%**

Reduction in tickets worked by staff

**90%**

Faster incident response

**16**

Offshore staff reduced

## Technical Challenges Addressed



### Unify Operations Globally

Clearing the path to a virtualized NOC was no easy feat for them. They had a massive consolidation effort to streamline its teams, processes, and tools, and be set on the path to becoming a much more efficient machine. A single platform to view all operations data allowed for more intelligence to make proactive decisions. Now they can immediately identify, prioritize, and respond to enterprise-wide incidents within SL1. Real-time views of the health of its global and geo-based infrastructure, applications, and support services show continuous improvements from their digital transformation efforts.



### Increase Service Visibility

As their business grew, IT grew in complexity. To better manage their ever-expanding IT universe, they shifted from traditional device-centric infrastructure monitoring to business service monitoring. SL1 business services and dashboards now provide proactive insight into how IT impacts critical business services, enabling noise reduction, prioritization of work, and faster problem diagnosis. Leveraging the SL1 platform, they extended their visibility by automating data flows and workflows between SL1 and other management platforms such as ServiceNow, New Relic, and Sumo Logic; vastly improving their SLAs with over 90% faster response.



### Automate Manual ITOps

Combatting manual approaches that involved multiple resources, redundant tools/processes, and lengthy hand-offs, they leverage ScienceLogic SL1's built-in workflow automation to identify, diagnose, and resolve incidents faster and more efficiently. Automations are set up to sync monitored resources with the CMDB, enrich tickets with triage data gathered when an event occurs, auto-disable or restart devices, and more. To date, they have reduced their reliance on offshore staff by 16. Through auto-remediation efforts, they have saved over 2700 hours of manual work and reduced the number of tickets worked by 39%.

## Why ScienceLogic?

ScienceLogic addressed the critical priority to digitally transform the IT operations towards an AIOps future. To streamline its global network operations center they needed a modernized approach and platform that would bring order to chaos. The consolidation of duplicate teams, the elimination of redundant tools, and the standardization of inconsistent processes would ultimately provide that operationally sound environment. The SL1 SaaS platform with its scalability and extensibility eased complexities and established the path towards intelligent automated operations.

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.