

Quickly Alert, Respond, Resolve, and Learn from Every Incident with Automated Notification/Collaboration Tools

Automatically send notifications directly to where work happens

When service-impacting incidents occur, getting key information to the right people quickly is crucial to keeping response times low and customers happy. Unfortunately, routing information to where it needs to go, can account for up to 70% of the total time it takes to resolve an incident¹. On top of that, inconsistent data and siloed teams can result in managers or key stakeholders left out of the loop, or orphaned tickets that create frustration, confusion, and inefficiencies across the business.

By integrating ScienceLogic's AIOps and infrastructure monitoring platform with the most popular messaging, notification, and collaboration tools (see below), ScienceLogic delivers better incident management, faster troubleshooting and remediation, faster response times, and tighter cross-team alignment.



Automate Incident Response and Notification

- Create, enrich, and route incidents based on SL1 events (PagerDuty, xmatters, Opsgenie)
- Send event details to existing or new collaboration channels in real time (Slack, Microsoft Teams)
- Acknowledge and resolve incidents via notification application on any device, anywhere
- Bi-directionally synchronize acknowledgement and resolution actions between notification tools, SL1 and your ITSM tool suite, keeping the entire incident ecosystem up to date

Accelerate Troubleshooting & Remediation

- Deliver diagnostic information directly to the place where work takes place
- Enable easy collaboration between teams to reduce friction for faster triage and resolution
- Easily escalate incidents to the right parties at the right time

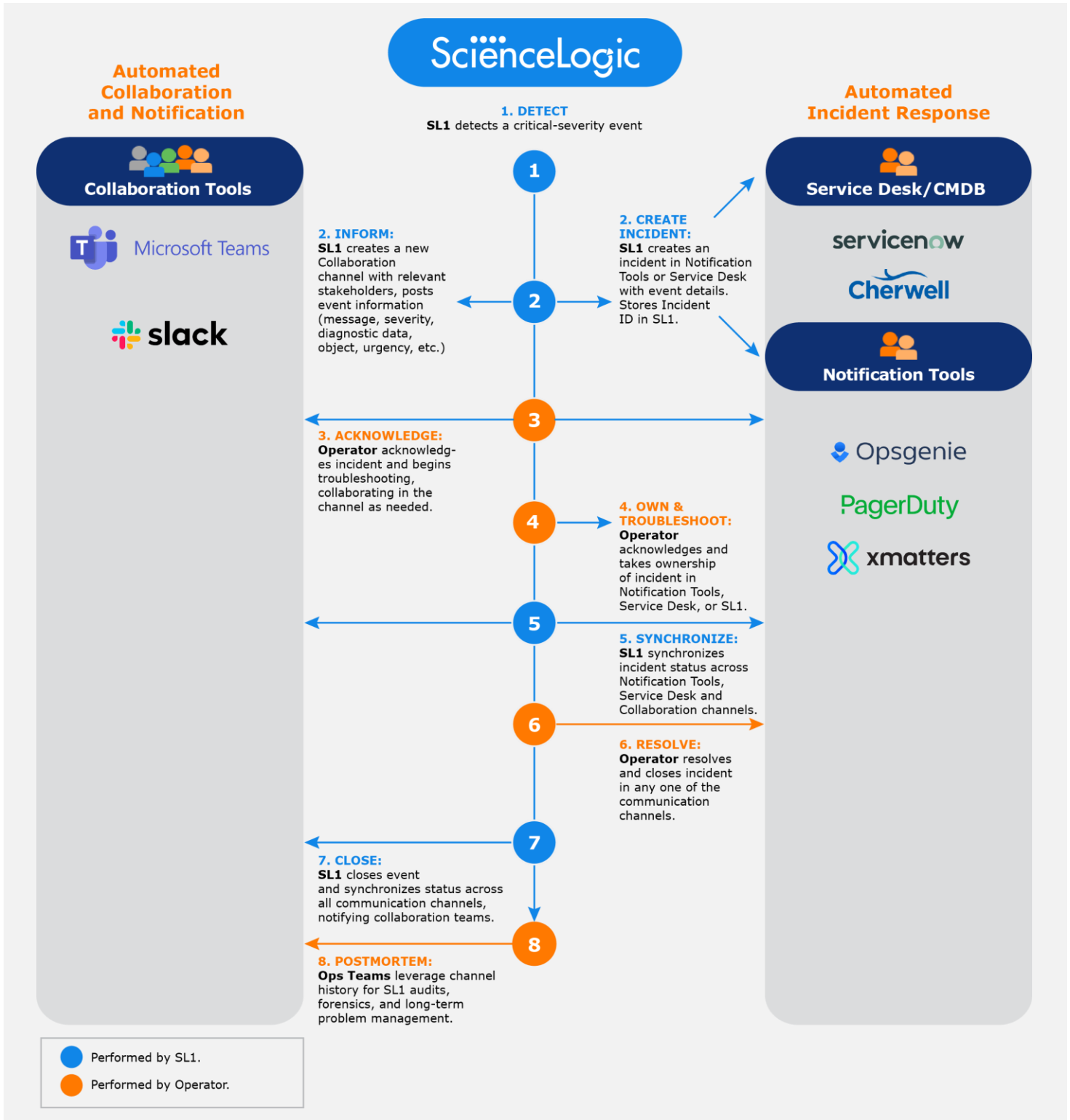
Improve Long-Term Problem Management

- Use channels/rooms to assess repeat issues, and discuss long-term fixes
- Analyze thread history forensically to identify areas for continuous process improvement

Collaborate Business-Wide for Better Alignment

- Maintain synchronized, single source of truth across ITSM and IT operations teams
- Keep key stakeholders informed and engaged with automated, relevant, and real-time updates on service health and outages

¹ [Take Six Steps to Find the Root Cause, Gartner \(2017\)](#)



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.