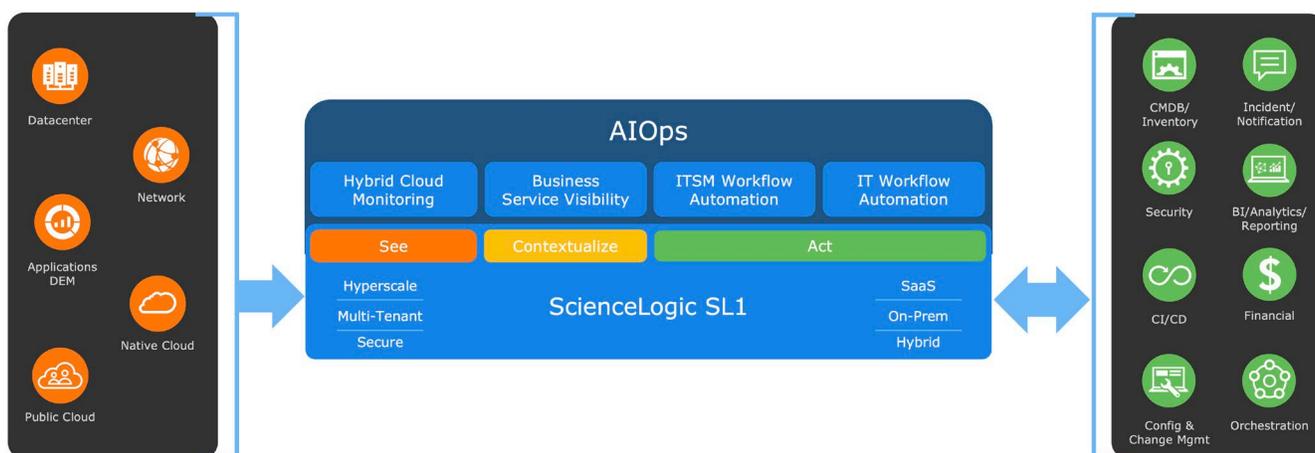


# Harness Data from Every Digital Touchpoint To Deliver Exceptional User Experiences

## Complete digital service monitoring across hybrid and public cloud environments

As more organizations move to provide new, virtual services faster, the volume of processes and data IT teams must manage continues to surge, making it difficult for IT teams to stay afloat, much less provide exceptional user experiences. As more and more services, applications, and infrastructure shift to the cloud, organizations are looking to leverage AI and machine learning to automate as much as feasibly possible. By automating, organizations can reduce human error and make processes faster and more efficient by removing human intervention and delays. But, before organizations can automate, they must first, gather and prepare the requisite data to fuel this analytics-enabled automation. To deliver stellar customer experiences for these new services requires organizations to see, contextualize, and act from both the end-user and IT operations (i.e., full-stack infrastructure) points of view.



### **See:** Monitor everything you do and don't own

Organizations require real-time visibility into the environments you control (e.g., cloud, network, servers, applications, storage, etc.) as well as the internet routing and cloud-based environments (e.g., SaaS, PaaS, IaaS, MPLS) you don't control. The powerful combination of ScienceLogic SL1 and Cisco ThousandEyes provides complete digital service monitoring and observability for you to proactively monitor and manage all web-based and non-web-based (cloud or on-premises) services you and your customers depend on.

- **ThousandEyes** helps you see all the layers that make up your service delivery in a single view, from synthetic transactions and service availability to network paths and global internet routing feeds.
- **SL1** provides deep fault and performance monitoring and real-time visibility for all your network, server, OS, storage, and cloud elements. The platform collects, merges, cleans, normalizes, and maintains multiple data types (e.g., fault, performance, configuration, inventory, log, changes, relationships, events, etc.) from a wide range of data sources into a centralized, real-time data lake using a variety of agent-based and agentless techniques (e.g., SNMP, API, SSH, Syslog). This might include service relationships and change data from ServiceNow, alerts and notifications from ThousandEyes, and application performance data and relationships from APM tools like Cisco AppDynamics.

### **Contextualize:** Leverage Machine Learning to derive actionable insights that fuel automation

While digital experience monitoring tools like Cisco ThousandEyes reveal what users are actually experiencing with your digital services, they're even more powerful when combined with a full-stack service monitoring platform like SL1 that exposes what infrastructure or application elements are impacting that experience. When ScienceLogic SL1 is deployed alongside Cisco ThousandEyes, you can monitor the entire infrastructure stack and network connectivity that supports your mission-critical applications and users. SL1 provides an inside out view with minimal overlap with digital experience monitoring (DEM) tools like ThousandEyes that provide an outside in view.

- **ThousandEyes** provides patented cross-correlation algorithms and interactive visuals that make it easy to spot end-user problems down to each hop. Alerts based on all contributing dependencies for a service make it easy to pinpoint where to investigate further—whether the service is SaaS, cloud, on-premises, or hybrid in nature.
- **SL1** dynamically maps the relationships between all your IT elements. More importantly, SL1 also provides a turnkey platform for collecting, merging, cleaning, normalizing, and maintaining multiple data types (e.g., fault, performance, configuration, inventory, log, changes, relationships, events, etc.) from a wide range of data sources into a centralized, real-time data lake. This might include service relationships and change data from ServiceNow or Restorpoint (network configuration changes), alerts from ThousandEyes, and application performance data and relationships from APM tools like Cisco AppDynamics. SL1 enables you to model your critical business services and then automatically maps all the data within the full-stack business service context so you can quickly understand business impact and prioritize work based on the needs of your business. SL1 can then apply machine learning (ML) across all data to learn patterns, proactively detect weird behaviors (anomalies), and correlate events, anomalies, and changes within a service context to reduce noise, accelerate root cause analysis and recommend actions.

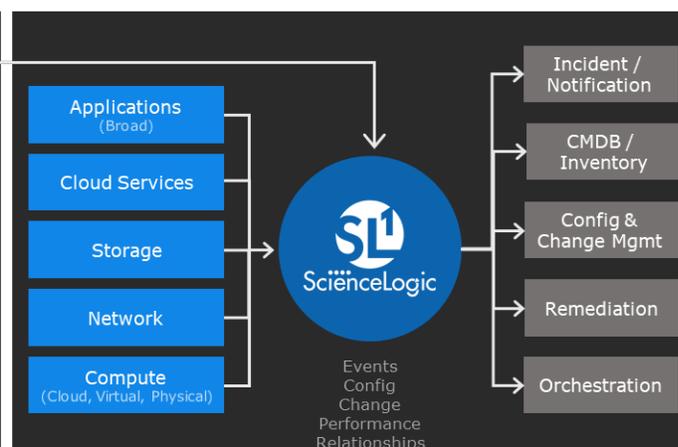
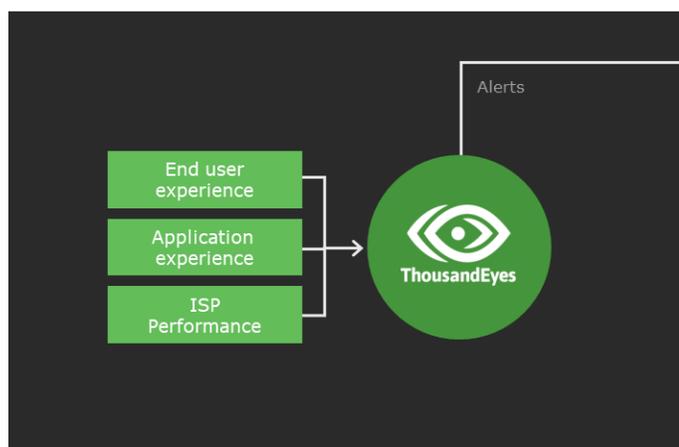


## Act: Automate workflows for more efficient and agile IT operations

Many organizations are stuck in the rut of supporting existing tools and processes. By merging your data into a single SL1 platform and deriving ML-driven insights off that data, you can then capitalize on SL1’s built-in workflow automation to automate IT workflows across tools and teams. The result? You can establish one point of integration with your incident, notification, collaboration, and orchestration tools, and more. Not only does this lower your maintenance costs, but it enables your IT organization to move faster and achieve much more—without requiring additional resources. And your existing resources can shift their efforts from routine support to continuous innovation.

### DevOps Console

### Operations Console



#### Understand service impact to prioritize work and avoid service outages

SL1 automatically maps infrastructure and application relationships and dependencies, while enabling you to model business services, and correlate user experience to service elements. With end-to-end and full-stack visibility, you can proactively assess service impact, prioritize and focus on what matters to the business.

#### Reduce noise & diagnose root cause faster to lower MTTR

SL1 employs machine learning (ML) to correlate events, changes, and anomalies within a full stack service context, so your teams can avoid event and anomaly noise, accelerate root cause analysis, and recommend actions. Lower MTTR, and free IT staff to optimize end user performance.

#### Automate ticketing, routing, troubleshooting, and remediation to lower MTTD/MTTR

Eliminate manual processes, procedures, and routine activities to lower MTTR, improve end-user experience, and help ensure SLAs are exceeded. SL1 automates routine and advanced operational activities:

- Create, populate, route, and update ticket status
- Enrich tickets with additional diagnostic data for faster troubleshooting
- Ensure the correct teams are quickly notified of end-user performance issues allowing them to engage with internal or 3<sup>rd</sup> party teams and stakeholders.
- Keep an accurate CMDB/inventory of your assets
- Recommend actions to automate or auto-remediate problems without requiring any human intervention (e.g., rollback network config changes).