

ScienceLogic

Pathfinders
Customer
Success
Honorees

eBook



Introduction

- ScienceLogic is thrilled to recognize and celebrate some of our outstanding customers and the successes they've seen with ScienceLogic over this past year. Their engagement and success with ScienceLogic have often contributed to their personal career growth as well.
- In this eBook, you'll learn how these industry IT leaders reveal how to harness the power of the SL1 platform to drive growth and scale across every area of their business. We're inspired by their achievements and excited to share their stories.



Meet our Pathfinders Customer Success Honorees



Doug 'DJ' James
Sr. Director, Digital
Transformation



Gary Slebrch
ATLAS Portfolio Director



Shiva Murugiah
CIO Managing Global
Infrastructure Services



Nitin Sahane
Vice President – Head
Group IT for Business



Ste Pallett
Head of Security
and Networks



Jon Evans
CEO



Robert Gruener
Senior Domain Architect



Luke Stackle
Telecom Engineer IV



“ Being a part of the ScienceLogic advocate community has been really beneficial to me. Not only have I been willing to share the success we’ve been able to see with ScienceLogic’s services and solutions and engage with other customers, but I’ve also been able to embrace and learn from my peers in the industry best practices we can apply in our own environments.”

– Doug “DJ” James, NetDesign

11%

YoY Revenue Growth



NetDesign



42%

Faster incident resolution
(3-year gain)

Doug 'DJ' James

Senior Director, Digital Transformation

Denmark-based NetDesign is a market-leading MSP specializing in customer experience, collaboration, digital infrastructure, and cyber security. As a leader of transformation, DJ (Doug James) helps drive NetDesign's proud differentiation in overall service quality and enhanced value for money. NetDesign partnered with ScienceLogic to implement a successful strategy for AIOps adoption; fostering continuous improvement, increased growth, and better business and customer outcomes. Modernizing with the SL1 platform has yielded dramatic operational improvements, empowered its teams, propelling NetDesign at top speed for its clients.

70%

Reduction in service desk work; staff redirected to enhance client value

[See more](#) of what DJ and the team have accomplished with ScienceLogic.



MTRR reduction
through automation



Optimizing for efficiency
and growth using AI/ML;
Sunsetted Perspica with
SL1 analytics



Helped customers
like NIH and Americorp
enable seamless
operations through
ecosystem integrations



GDIT

Gary Slebrch ATLAS Portfolio Director

One of the largest U.S. government systems integrators, GDIT (General Dynamics IT) has years of experience focused on supporting civil intelligence and defense agencies, as well as commercial clients of General Dynamics corporate aerospace and defense operations. At the helm of their ATLAS (all things large and small) Portfolio, Gary is transforming the organization from ITOps to AIOps with the ScienceLogic SL1 platform. SL1 ensures Gary and team that all remote assets have connectivity, maintain reliability and scalability, and deliver a stellar user experience. SL1 provides visibility into what's happening, enabling faster incident response and resolution, and overall better support to their customers.

[See more](#) of what Gary has accomplished with ScienceLogic.

111%

Return on investment
(ROI) in < 6 months

70%

Improved visibility—
Unified in one view

3x

Reduction in
event/incident noise



Shiva Murugiah

**CIO Managing Global
Infrastructure Services**



Nitin Sahane

**Vice President – Head
Group IT for Business**

Capgemini 

Capgemini is one of the world's most accomplished and respected IT consulting and digital transformation firms, trusted by organizations around the world to provide guidance on building, operating, and maintaining complex IT environments. As the leader of their Global Infrastructure practice, Shiva is trusted with balancing a complex infrastructure while driving visibility across the business. Nitin is leading the charge of adding much needed integrations and automations with their SL1 platform which has greatly improved operational efficiencies. The results speak for themselves.

[See more](#) of what Shiva and Nitin have accomplished with ScienceLogic.

1.4

FTEs repurposed
to deliver new
service offerings

34%

More revenue fueled
by 25+ additional
managed services

75%

Reduction in
incidents per client



Content
+ Cloud

Ste Pallett Head of Security and Networks

Award-winning UK-based Content+Cloud, recently acquired by Advania, provides specialized managed services for clients' cloud and transformation journeys. As Head of Security and Networks, Ste is leading the charge with an organizational transformation of their infrastructure through consolidation, modernization, and automation with the SL1 AIOps platform. Because of the SL1 automation capabilities, Ste is able to spend less time building and operating existing services and more time solutioning new ones, which has resulted in a more efficient operating model and a new revenue engine for the company.

[See more](#) of what Ste has accomplished with ScienceLogic.

40%

Improvement in MTTR



 enablis



Jon Evans

CEO

Based in Australia, award-winning MSP Enablis specializes in network services for enterprise clients including full communications infrastructure, collaboration, and security. Never resting on quality and value, Jon set out to diligently focus on vastly improving their customer experience and business performance. With expanded leverage of SL1 service visibility, event correlation within a service context, and automated incident and CMDB workflows, Jon can now drive faster service delivery and incident resolution, which has ultimately improved their customer Net Promoter Score (NPS) by 50%.

34%

Reduction in incident noise

\$50K

Annual costs avoided from bandwidth overutilization charges

[See more](#) of what Jon has accomplished with ScienceLogic.

1

Single SL1 platform consolidated a wide range of legacy tools



Built a comprehensive set of workflows centered on SL1 with Ansible



Developed deep monitoring of Meraki, Fortinet, Viptela, VeloCloud, Cradlepoint, Riverbed, Selenium, Blue Coat, CrowdStrike, and more



Telstra



Robert Gruener Senior Domain Architect

One of Australia's leading telecommunications providers, Telstra builds and operates telecom networks and markets voice, mobile, internet, pay television, and other services. To increase business agility, Telstra is evolving its business to provide more managed cloud services with a focus on automation. Supporting this effort, Robert, Senior Architect in Global Services, has successfully developed and provided innovative solutions for their customers through the ScienceLogic SL1 platform. SL1 enables Robert to digitize and automate IT workflows where possible to offer next gen cloud services and continuously deliver a unique customer experience.

[See more](#) of what Robert has accomplished with ScienceLogic.

30%

Reduction in
P1 incidents



**BON SECOURS
MERCY HEALTH**



Luke Stackle

Telecom Engineer IV

Bon Secours Mercy Health (BSMH) is one of the five largest Catholic healthcare systems in the US and the largest private provider in Ireland, including 1,200 total sites of care. Digital communications are the lifeblood of BSMH. Telecom Engineer Luke knows all too well that healthy interoperability across their vast IT estate is critical. Luke employed the SL1 platform for its native, full-portfolio Cisco Unified Communications monitoring and extensibility. With SL1, they shifted from reactive to proactive incident response, which has helped safeguard patient care.

5,600+

UC Devices
proactively monitored

[See more](#) of what Luke has accomplished with ScienceLogic.

ScienceLogic Pathfinders

You too could be eligible to be a Pathfinders Customer Success Honoree. Join a growing community of like-minded innovators who share how ScienceLogic has helped make a difference to them and their organization.

[Join Pathfinders today.](#)

ScienceLogic