ScienceLogic

Customer Story

★★★★★ **TR** Score **10 / 10**

"ScienceLogic SL1 Is A Reliable, Extensible, And Scalable Solution"

Why This IT Employee Needed ScienceLogic SL1:

"ScienceLogic SL1 replaced a few different monitoring tools for us. We had a homegrown platform for alerting and ticketing, as well as a purchased solution for performance and capacity management… ScienceLogic met our critical requirements best in terms of replacing the (alerting and ticketing) solution central to our project."

How This IT Employee Uses ScienceLogic SL1:

"ScienceLogic's Incident Automation and CMDB Sync enabled us to reduce operations workload actioning tickets by auto-resolving tickets when issues clear and auto re-opening tickets when it determines the situation is likely the same root cause."

What This Employee Likes Most About ScienceLogic SL1:

"We purchased a statement of work with their Professional Services organization to meet our outcomes and fill our critical gaps. The PS team was outstanding, very professional and allowed us to screen share while they built our integrations. In many cases they would teach us how they did certain things within the platform."

What This IT Employee Has Achieved with ScienceLogic SL1:

"ROI:
- Improved operations by actioning fewer incident tickets
- Improved operations by getting diagnostic details in tickets (enrichment)
- Reduction in tools"