

# ScienceLogic

## Customer Story



### “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”



Verified User



Vetted Review



Information Technology  
Employee  
Construction Company

#### Meet the Reviewer

- Enterprise company (10,001+ employees)
- Construction company

#### This Reviewer's Advice

“ScienceLogic would be a great Nagios replacement for companies who struggle with several Nagios instances due to scalability and lack of discovery, automation, and enterprise features... If there is a desire to automate ticket enrichment and/or auto remediation of issues based on monitoring signals, ScienceLogic is an excellent platform.”

[See This IT Employee's full review](#)

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