

# Automated Root Cause Analysis

## Improve Customer and ITOps Experience by Diagnosing and Resolving Issues Quicker

When a service-impacting outage happens, it is a race against time to solve it before it impacts the business. Unfortunately, understanding what is broken – the root cause – often calls for a manual slog through thousands of log lines, trying to piece together a story. This can account for. While a necessary step in root cause analysis, this log search consumes valuable time—up to 70% of the time from detection to resolution of an incident—often of your most skilled resources, all while productivity, customer experience, or revenues for the business suffer.

### Fix Problems Faster—From Hours to Minutes...

Even for your most experienced operators and developers, sifting through logs to manually identify root cause takes a lot of time and knowledge. And let's face it, it is no one's favorite task. ScienceLogic Zebrium all but eliminates this task by automatically ingesting and analyzing logs files from your applications and infrastructure in real-time. Using machine learning, ScienceLogic Zebrium automatically identifies patterns and anomalies that would take humans hours to piece together before summarizing the root cause in plain English.

### ...and from Minutes to Seconds

Zebrium further reduces problem resolution time by learning from your actions. When Zebrium encounters a problem it has seen before, it remembers operator's actions from the first time. Zebrium can then automatically execute run book automations (RBAs) to take the same actions humans took and prevent a problem from ever causing an issue.

## Catch Your Unknown Unknowns

The complexity of modern applications makes it challenging for even the most senior operators to know how something could break. And because monitoring tools inherently look for expected problems, they won't always know to alert you before it is too late. ScienceLogic Zebrium solves this observability gap. By identifying unusual patterns in the logs, Zebrium spots issues you and your monitoring tool aren't even looking for. You'll get alerted to the potential issue in the same way as a real incident, so you can investigate and address it before it ever causes a problem.



Keep your most skilled employees focused on driving business outcomes



Solve issues faster to deliver superior customer experience.



Reduce costs and avoid revenue loss from outages\*




**96%**

Accurate root cause identification within minutes



**3hrs**

Average daily time saved per FTE doing manual log analysis



**99.5%**

**Faster MTTR**

ScienceLogic Zebrium did in 5 minutes what took a human team 24+ hours to accomplish.

\*25% of outages cost businesses at least \$1,000,000 in losses in 2022 (Uptime Institute, 2022)

<https://uptimeinstitute.com/about-ui/press-releases/2022-outage-analysis-finds-downtime-costs-and-consequences-worsening>

## Get Zebrium Root Cause Insights Wherever You Work – Integrate with SL1 or use it on its own

Whether you are an existing ScienceLogic SL1 customer or interested in Zebrium to support automated root cause analysis with your existing tools, flexible deployment options and integrations let you make the most of your investments.



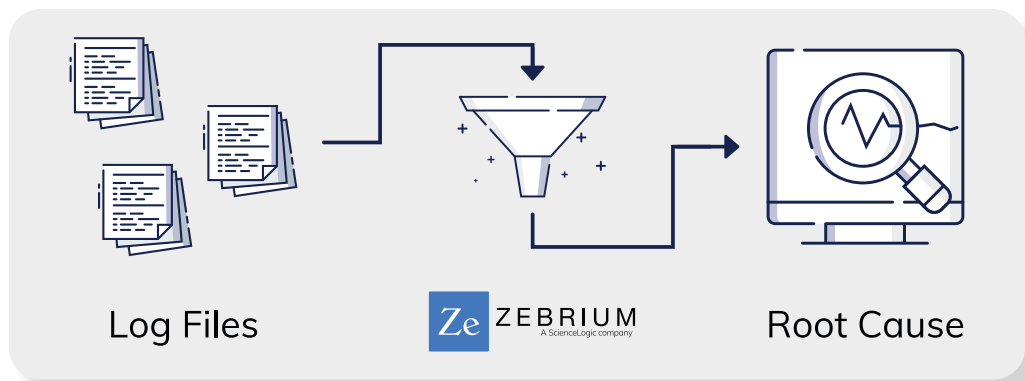
### Collaborate and Resolve Incidents Faster With Powerful Automation

- Speed creation, enrichment, and routing of tickets to the service desk for faster resolution
- Automatically notify stakeholders of incidents and seamlessly collaborate with your team to resolve issues
- Auto-detect and remediate recurring issues when root cause is confirmed



### Troubleshoot Problems Faster

- Integrate Zebrium with the most common AIOps and Observability platforms to send root cause insights directly to the tools you use daily
- Send Zebrium alerts directly to incident and notification tools to notify your team of important incidents.



## 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 solution sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.