

Empowering Future Growth through Strong Foundations: Single Digits' AIOps Transformation

Global events of recent years have increased dependence on reliable networks, driving exponentially greater demand for network monitoring and management solutions that deliver greater visibility, provide greater security, and streamline issue resolution by getting to the root problem more quickly and accurately.

To support their quest to provide world-class internet access and management solutions with a frictionless digital user experience, Single Digits needed a unified platform to manage everything from installation and configuration to backup, monitoring, and automation. The ScienceLogic SL1 platform provided full integration with Restorepoint and numerous vendors giving them the visibility, insights, and tools they need to make informed decisions and take action.

Challenge

For twenty years, Single Digits had successfully grown their client base using homegrown and open-source platforms for deployment and support. But increased device usage and higher customer expectations demanded a more robust platform that could support deeper insights, key integrations, and automation.

From deployment to backup processes, their legacy platform required a lot of labor-intensive manual work. For example, configuring backup for a single equipment type took approximately 3 to 7 days, and Single Digits' portfolio supports hundreds of equipment types.

The old platform's extremely limited monitoring insights made it difficult to identify impact and cause. Beyond a simple up/down status, there was no capability to layer on additional insights about CPU utilization, memory, temperature, etc.

To deliver the best customer experience, they needed a more proactive and predictive platform that would help them get ahead of outages and catastrophic failures.

 SINGLE DIGITS

Customer Profile:

Single Digits is a global managed network service provider that delivers high-speed internet access management and support solutions to community living industries, including hospitality, multi-dwelling, HOA, and senior living facilities.

Industry:

Internet Service Provider

Demographics:

- 3,600+ unique customers globally
- 750,000 devices monitored
- 1M+ rooms and apartments
- 1.1M daily device interactions
- 2B portals served annually
- 10K+ alerts per month

Solution:

ScienceLogic SL1 Platform + Restorepoint — This better-together solution delivers single-platform network operations with seamless visibility and workflows to handle installation and configuration, backup, monitoring, and automation. The solution's unified network management approach delivers broad, centralized visibility; faster triage and remediation; and complete and actionable insights.



Solution

The ScienceLogic SL1 platform featuring integrations with Restorpoint and numerous vendors, simplifies operations, provides more data-driven insights, enables efficiency-boosting automation, and drives a critical shift from reactive to proactive monitoring that allows Single Digits to respond more quickly.

End-to-end Visibility Brings Order to Chaos

By integrating SL1 with their ITSM, delivered end-to-end visibility across their entire network and ticketing process, eliminating visibility gaps that can jeopardize the user experience.

Separate Customer Networks Enable Filtering

SL1 makes it easy to create a separate organization network for each of their 3,600+ customers, which makes it possible to easily filter through organizations and see their critical data.

“In the past, our team struggled to identify the root cause of certain major incidents. ScienceLogic made it easy to glean network insights we’d never been able to see before. With everything in a single dashboard, our team could determine the symptoms, come up with a fix, implement it, and then—using ScienceLogic—instantly confirm resolution. And resolution time was cut down to hours instead of days.”

Matthew Decker, VP Technical Support Services, Single Digits

BENEFITS



Improved organizational efficiencies



Enabled proactive network management



Centralized visibility in a single pane of glass



Consolidated and modernized in-house developed tools into one SL1 platform



Integrated ticketing with Single Digits' ITSM platform



Fast-tracked onboarding

Proactive and Predictive Monitoring + Automation = Averted Outages

The SL1 platform ensures optimal service performance by automatically mapping and tracking network, app, and service dependencies to understand potential impact. It measures service health, availability, and risk in a single real-time dashboard for ongoing network assessment. Automations can then handle specific issues for faster resolution. For example, Single Digits used environmental alerts and an integrated ITSM customer notification automation to proactively address temperature-related failures. Matthew Decker, VP Technical Support Services, explains, "In the first 60 days, we automated the resolution of close to 500 environmental alert cases. I look at every one of those as an outage we prevented. That's a big win."



Restorepoint Integration for More Complete Backup and Better Security

The cumbersome backup process of Single Digits' legacy platform supported back up of only 5 to 10 of the most common makes and models in their portfolio. With the Restorepoint integration in SL1, they are well on their way to supporting back up for every single piece of equipment, which makes it easy to keep Single Digits' portfolio in compliance.

In addition, Single Digits uses SL1 and Restorepoint, along with vulnerability scanning tools, to find incident patterns that indicate additional risk, and then proactively fix the problem before an outage occurs.

"Bring your team together, understand the requirements, and develop the roadmap. Take the time. Do the due diligence. Work with the right partners. Making the investment in the proper tools —like SL1—is key. Invest in your team and invest in your tools."

Chris Shupe, SVP Technical Services, Single Digits



Results

By implementing this better-together solution, Single Digits anticipates achieving major improvements:

Faster Onboarding

- >50% onboarding time reduction
- >30% installation support reduction
- 20% increase FTE efficiency and satisfaction

Change Mgmt and Governance

- Raised change mgmt standards
- 100% compliance across vendors
- Improved operational reporting

ROI Insights

- >40% support noise reduction
- >50% decrease onsite dispatches
- >50% decrease in churn risk
- Reduction in manual labor

What's Next

With SL1 and Restorepoint, Single Digits has built a strong foundation to stay ahead of outages so that they can deliver the digital experience their users deserve. Migrating from their homegrown system to one that is purpose built for optimal performance and powerful integrations helped them get their house in order so they can focus on growth. “We wanted a tool and a partner that we knew could grow with us long term and could scale, and we felt that confidence in ScienceLogic,” says Chris Shupe.