ScienceLogic

Opus Uses SL1 to Shrink Costs and Streamline Hybrid & Multi-Cloud Adoption

Since 1996, Opus Interactive is known for it's proven reliability and expertise in end-to-end managed services support to more than 200 hybrid and multi-cloud customers. With SL1, they've taken on a more proactive approach to greater efficiencies that have enabled them to consolidate and modernize their technologies, which helps them through some of their industry challenges, and further lowers operational costs, minimizes downtime, and future proofs IT asset visibility.

Challenge

Service Gaps & Inability to Innovate

Increased client expectations around greater visibility, more accurate performance insights, and internal CMDB integrations were making it difficult for Opus to optimize and innovate within their business. They needed a standardized environment and an open platform to support all opportunities.

Fast-moving Business Environment

Opus needed a solution that would help them maintain high levels of operational efficiency—despite constantly changing technology—across their business operations.

"ScienceLogic allows Opus to give our customers a higher level of service and proven reliability, and SL1 offers you the fundamental capabilities to not only improve service visibility, but reinforces our security posture. The best part: simplifying IT operations and curbing costs allows us to give our customers more bang for their IT buck."

Shannon Hulbert, CEO, Opus Interactive

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opus:interactive
Technology, meet Humanity.

Company
Opus Interactive

Headquarters
Hillsboro, Oregon

Industry
Managed Services Provider

Website
www.opusinteractive.com

Use Case:
Tools Consolidation: Tools sprawl impacts an organization's ability to monitor their whole IT estate efficiently as data silos turn into organizational ones. Consolidating disjointed IT tools into a single platform like SL1 increases productivity by reducing costs, visibility gaps, and complexity.

Outcomes:

· 14 tools displaced with SL1

· Substantial enhancement of internal ops

· Correlate physical, virtual, and cloud data for more than 200 customers

· 18-year partnership of continuous evolution and growth

Solution

Since deploying ScienceLogic SL1, Opus has radically increased the efficiency of and visibility into their operations.

Consolidating Tools

Robust Monitoring
SL1 monitors both infrastructure and networks, which ensures Opus gets insights into the big picture of each customer's needs. SL1 enables early detection and remediation of anomalies in network connectivity, server performance and storage performance across a range of tailored hybrid and multi-cloud solutions.

Flexibility and Versatility
SL1's dynamic, modular capabilities enable tailored solution delivery—enable public/shared offering as well as dedicated/managed offering—and make it possible for Opus to meet specific customer requests such as receiving alerts on any outages.

Extensive Integrations
SL1 made it easy for Opus to seamlessly integrate tools, ticketing, and reporting to improve operational efficiency and deliver a better customer experience.

Impact

By harnessing the combined power of consolidation, contextualization, and automation, the SL1 platform gives Opus a strong foundation that provides unified observability and end-to-end functionality, which helps them excel in their pursuit of strategic business objectives.

SL1's ability to up level hybrid and multi-cloud service delivery, helps Opus add new revenue, and accelerates cloud adoption using vendor-agnostic insights. The resulting enriched products and offerings improve differentiation, client value, and uptake, which boosts CSAT, NPS, and revenue generation. And an expanded services portfolio quickly engages new markets.

Overall, consolidating disparate tools into the SL1 platform has provided Opus with a valuable opportunity to streamline and enhance the effectiveness of their IT operations. This has, in turn, ensured they can continue to deliver the increasingly impressive customer experience that has earned them a 9.37/10 NPS and recognition as an Inc 5000 Fastest Growing Company for the past five years.

BENEFITS

Lower Operational Costs
Consolidating IT environment from 14 tools to SL1, reducing licensing and ongoing support contract costs

Eliminate visibility gaps
24/7/365 universal monitoring for improved visibility with single-pane analysis

Diagnose root cause faster
Centralize IT response efforts while automating ticketing processes

Avoid business service impact
Quickly understand business health, risk, and impact of changes

Enable delivery of white-glove support
Fast onboarding and training support enable 100% uptime guarantees, SLA guarantees, and 15-min response time for business-critical support tickets