

How SL1 Helped Byte Streamline Operations and See 80% Improvement in Monitoring Alerts

Australian-based Byte offers managed services to a variety of customers, including many within regulated industries such as financial services to deliver customer experience, employee experience, and technology solutions that lay the foundation for such a transformation including security, network connectivity, and cloud infrastructure to foster growth and agility. Byte uses SL1 to increase operational efficiency through tools consolidation—closing visibility gaps and expanding monitoring capabilities—and to build a strong foundation for the launch of new business services.

Challenge

Using a wide variety of disconnected, agent-based legacy tools (including Kasaya, ManageEngine, and SolarWinds) for monitoring their Citrix environment was holding Byte back from innovating and growing their business. Their multi-tool legacy solution only provided infrastructure monitoring and was unable to support proactive service disruption prevention. Also, the disjointed overall experience created loopholes and information gaps that created chaos with critical customer processes like onboarding.

Byte was also launching a business service monitoring offering as a point of competitive differentiation. The legacy tools could not support this effort due to their inability to capture and contextualize the information needed to define and address an issue.

Solution

Byte uses ScienceLogic's SL1 platform in two critical areas:

Consolidating Tools

SL1 offers three important attributes:

- **Robust Monitoring:** SL1 monitors both infrastructure and networks, which ensures Byte gets insights about network OS, switches, routers, and other elements that were previously blind spots.
- **Flexibility and Versatility:** SL1's dynamic, agent-less, modular capabilities enable tailored monitoring to meet specific customer requests such as receiving alerts on any outages.
- **Extensive Integrations:** SL1 made it easy for Byte to seamlessly integrate tools, ticketing, and reporting to improve operational efficiency and deliver a better customer experience.



Company

Byte

Headquarters

Melbourne, Victoria

Industry

IT Services and IT Consulting

Website

www.byte.com.au

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, reduces cost, visibility gaps and complexity, therefore increasing staff productivity.

Business Services Management: Shift from device-centric to service-centric management with SL1's single service view across a heterogeneous mix of clouds.



Launching Business Services

Byte uses SL1's comprehensive framework to gain the visibility and insights they need to take action. They use SL1 to build customer dashboards, facilitate and manage more efficient communications between engineering and customers, and easily monitor the details of service-level health and risks so customers always have the information they need to troubleshoot an issue. The SL1-powered services deliver high value to Byte's customers while also saving Byte engineers a lot of time and effort.

"ScienceLogic is one of the most important tools Byte has because it is such a pillar of our fundamental service offering. It has been so consistent and reliable. We haven't had any unplanned outages, and shifting to service-centric monitoring has been critical to our new business service offering."

Mussab El Haran, Solutions Engineer, Byte

Impact

Using SL1, Byte was able to:

- Eliminate 45% onboarding issues
- Reduce outages by 15–20% with proactive data
- Seen an 80% improvement in overall NOC monitoring alerts
- Replace 3 tools with SL1 to improve ROI and security

What's Next

"The evolution of managed services means that Byte is focusing on creating customer value through operational management. The value is generated by the insight and foresight that SL1 has enabled us to deliver to our customers," adds Mussab El Haran. "We haven't had any unplanned outages, and this creates an opportunity to shift the conversation with our customers to more service-centric monitoring."

BENEFITS



Eliminate visibility gaps

Monitor any technology, any vendor, anywhere



Avoid business service impact

Quickly understand business health, risk, and impact of changes



Reduce incident noise

Lower MTTR, improve operational efficiency, and consolidate to a more secure environment



Onboard new customers faster

Reduce time to profit by automating the onboarding process



Diagnose root cause faster

with AI/ML-powered behavioral correlation