ScienceLogic

Go Beyond with Autonomic IT

Enabling Business Outcomes
Through AI, Automation, and Data

When it comes to business transformation, increased productivity, responsiveness, and profitability are the ambition. However, IT complexity, manual tasks, and ever-growing volumes of data continue to get in the way, impacting user performance, issue prevention, efficiency, scalability, and profitability.

To ensure the best possible customer experiences and propel the business forward, organizations need self-aware, self-healing, and self-improving technology. They need a combination of cutting-edge data, AI, and intelligent automation across every area of observability and monitoring in one place. They need Autonomic IT.

With Autonomic IT, organizations can:

- Dynamically align IT to rapidly evolving business needs, equipping teams with actionable intelligence to maximize productivity.
- Elevate customer experiences through rock-solid reliability, while streamlining IT investments to unlock value from existing resources.
- Seamlessly integrate operations, eliminate unnecessary complexity, and forge a unified, high-performing IT organization.
- Boost operational staff efficiency and satisfaction by eliminating mundane tasks and empowering IT teams and budgets to drive innovation and competitive strategies.
- Instill a culture of constant improvement, optimizing the entire IT landscape for transformative business outcomes.

Powered by the SL1 Platform

This daydream scenario can be a reality with the integrated generative AI, automation, and data capabilities available within ScienceLogic's SL1 platform.

ScienceLogic empowers organizations to rethink their approach to operational processes and go beyond rigid, siloed departmental structures that limit efficiency. ScienceLogic's approach to Autonomic IT maximizes investments and proactively fixes issues by enabling IT environments that are self-optimized, empowering the business to innovate and improve customer experiences -- all at the pace and scale that aligns with business needs and capabilities.

Benefits of Autonomic IT

ScienceLogic's ability to gather diverse data and integrate it into the SL1 platform enables rapid innovation, empowering organizations to predict and optimize IT responses across security, equipment, and beyond.

Our customers have seen increasable improvements in the operations as they've started their journey to Autonomic IT:

60+% improvement in MTTR	50+% reduction in IT complexity and costs	100% hybrid cloud visibility	Troubleshooting time reduced from hours to minutes

Journey to Autonomic IT

Phase 1: Siloed IT Monitoring – Building Capability

IT monitoring and management begin as highly manual, human-driven, tool-intensive programs. Organizations in this phase are focused more on issue resolution than IT optimization, with siloed IT teams monitoring disparate devices and systems, only collaborating when issues arise to mitigate business service impacts. This structure results in slower response times, increased cost, and reduced operational efficiency.

Phase 2: Coordinated IT – Consolidated Tools, Reduced Costs, Better Insights

In this phase, organizations continue to rely on manual collaboration for problem-solving and remediation, but are taking steps to modernize IT monitoring and management. By leveraging extensible solutions such as tools consolidation for holistic stack visibility, and shifting from device-level monitoring to a holistic service view aided by basic ML, these organizations can speed up issue resolution with automation, empower agile tech integration, and build the foundation for Autonomic IT.

Phase 3: Machine Assisted IT – Warming Up to Automation

Organizations in this phase are building upon initial modernization efforts by enhancing operational capabilities and automating workflows to optimize decision-making and workflows. At this stage, organizations are implementing automation service notifications and ticketing for comprehensive visibility, scripted and automated remediation workflows to improve MTTR, and enriched tickets with cross-departmental data for holistic fault analysis and resolution.

Phase 4: AI-Advised IT – Using Generative AI to Guide and Automate Action for Faster Resolution

In this phase, organizations are embracing advanced AI/ML and automation to empower efficiency and transform operations with automated issue identification, remediation recommendations, and initiated actions. Generative AI advises lower-level engineers on how to resolve issues previously requiring higher-level expertise, speeding up issue resolution and upskilling existing staff.

Phase 5: Autonomic IT – Fully Autonomous, Self-Optimizing State

Organizations in this phase have achieved a stable, defined Autonomic IT system that integrates with existing ITSM and CMDB tools, leverages automation workflows and functions like AI chatbots for a self-healing, self-optimizing environment, and delivers exceptional efficiency, cost savings, and customer experiences.

Take the Next Leap Forward

Whether you're starting or advancing your Autonomic IT journey, ScienceLogic provides tailored deployment options to support your needs, objectives, and operational approach - enabling seamless progression on a single platform.

Autonomic IT helps businesses reach new levels of success – go beyond the now and realize the potential of tomorrow's autonomous business.

Read the eBook on how you can **Accelerate Your Journey to Autonomic.**