

# ScienceLogic for Communications Service Providers: Making Sense of the Chaos

Extensive Integrations, Intuitive Interface, Powerful Automations Combine to Drive Cost & Complexity out of CSP IT Management

## ScienceLogic Autonomic IT Simplifies, Streamlines Management for Complex CSP IT Environments

Communications Services Providers (CSPs) operate some of the largest, most complex technology environments and they do so with an expectation of service and network reliability. That's because millions of people and billions of dollars of economic activity depend on them. Whether it's calling a friend or calling 911; working from the local café or supporting the operations of the region's largest employer, everyone expects their CSP will be there when needed, even when they aren't aware of it. But CSP service reliability requires constant vigilance and attention to detail while managing and maintaining the IT infrastructure that makes service delivery possible.

Examples of major carriers suffering catastrophic outages from simple errors are all too common, underscoring the need for tools that can simplify IT management, leverage automation to streamline IT operations, and deliver powerful analytics to inform better decision making. In short, CSPs need a tool that can help them make sense of the chaos that is inherent to running a sprawling network while delivering high quality and reliable services to their customers. That is what the ScienceLogic AI Platform gives you. With features and capabilities that include root cause analytics, automated incident response and preventative maintenance, configuration audit and archive, and more, ScienceLogic increases IT productivity, allowing you to transform traditional IT management from reactive and manual to proactive and autonomous, ensuring network reliability, continuous service delivery, and a superior user experience.

## A Platform Built for the Challenges CSPs Face

Managing the complex blend of technologies typical in a CSP IT environment demands Autonomic IT with the speed and intelligence to see all your systems, and then close the gaps that keep you from running at peak availability and efficiency. ScienceLogic meets that need by delivering:

- **AI/ML-Driven Insights:** Real-time asset discovery, data ingestion, and contextual analytics means you know the status of your technology estate every moment of every day. That gives you the power to diagnose root causes quickly and fix problems before they affect your customers.
- **Simplicity and Efficiency:** With good data as the basis for building powerful process automations, you can reduce costly manual effort and the risk of human error, keeping IT staff focused on high-value tasks.



### Drive Business Growth

Boost reliability and minimize downtime. Simplify tech onboarding to stay competitive, letting your team innovate.



### Minimize Downtime

Automate backups, change detection, and audits to reduce errors in configuration and change management.



### Private & Multi-Tenant Network Support

Efficiently manage networks with scalable deployments and a unified management view for specific reporting.



### Unrivaled Ecosystem Integration & Support

Seamlessly integrate with ITSM tools, CMDBs, SaaS apps, and partners for expansive digital management.



### Improved Profit Margins + Cost Reduction

Use automation to cut costs, reduce tool redundancy, and optimize management with custom dashboards.



### Manage Legacy and New Innovative Tech

Integrate old and new technologies smoothly, enhancing current investments while preparing for future needs.

- **Out-of-the-Box Integrations:** Because ScienceLogic is engineered to work with the technologies you rely on today and tomorrow—including hundreds of out-of-the-box PowerPack™ integrations—you can have confidence that ScienceLogic will be with you for the long haul.
- **Automated Configuration Management:** Whether malicious or accidental, configuration errors can result in service disruptions and network outages. ScienceLogic's automated configuration management capabilities, including audit, archive, restoration, and change management minimizes risk.



## Powerful, Automated Incident Management

CSP IT infrastructure management means maintaining availability of a large and dynamic mix of systems, services, and applications. If something goes wrong anywhere it can affect performance everywhere. ScienceLogic enables complete IT visibility across all your infrastructure, to close gaps in detection, analysis, and resolution with powerful IT automations that **resolve up to 50% of incidents without human intervention.**

Automating root cause analysis and incident management, gets services back online in seconds or minutes instead of hours or days, delivering a **94% faster time to resolution and restoration.** That's important for meeting operational resiliency mandates and meeting customer expectations.

## Prevents Service Outages with Predictive Intelligence

What's better than lightning-fast recovery from service outages? Avoiding them altogether with AI-driven predictive response. ScienceLogic uses machine learning with the intelligence to adapt to your unique environment detecting subtle changes to performance, analyzing system behavior, automating response and mitigation, and alerting your team with detailed information for fast, accurate intervention.

Then ScienceLogic goes further, not only recognizing potential problems before they affect service performance and availability, but also prioritizing response and resource allocation. That adds up to less costly downtime and **75% incident reduction.**

## Fix Problems Right the First Time with Automated Root Cause Analysis

Recurring problems waste valuable time and money, prevent services from running properly, and erode customer satisfaction when outages and performance issues occur. That's unacceptable. How do you solve that problem?

ScienceLogic employs powerful ML-driven root cause analysis that understands the millions of events crisscrossing your IT estate, automatically identifying and correlating data to pinpoint the reason for service issues with 96% accuracy. And ScienceLogic uses generative-AI to deliver explanations in plain language so your team knows exactly what to do. No matter how complex your infrastructure, ScienceLogic has the speed and intelligence to keep up—and to keep your services and applications running.

## Supporting the Applications and Services Your Customers Expect

Technology changes fast, and your customers expect you to keep pace with a portfolio of tools and applications that make it easy for them to do business with you. Whether it's private network, 5G, high speed data, satellite, or any combination of services, you need an IT management platform that can handle it all. ScienceLogic delivers.

ScienceLogic simplifies the IT operations management challenges associated with today's communications IT infrastructure, letting you easily onboard new tools, applications, and technologies without disrupting operations. Then we help you keep those tools running the way your customers expect.

## ScienceLogic Autonomic IT Features & Benefits

### Hybrid Cloud Monitoring: Find More Issues and Understand Their Impact Sooner

- Collects alerts and analytics from on-premises, edge, and cloud assets
- Monitors unique IT assets using no/low-code builder tools
- Combines assets into global, business service views for simplicity
- Aggregates alerts and eliminates >90% of noise to focus efforts
- Synchronizes with your CMDB for accurate resource monitoring

### AI-Advised Root Cause Analysis: Identify Root Cause 10x Faster for Superior Uptime

- Identifies patterns in how IT system behave to spot performance anomalies
- Correlates event log patterns to extract root cause
- Provides human readable summaries that anyone can understand
- Provides recommended actions so staff can respond in less time
- Leverage automation for one click actions and remediation

### Automated ITSM Ticket Management: Improve ITSM Speed and Accuracy

- Automate ITSM service ticket creation for tracking and action
- Easily enrich tickets with SL-collected IT, security, APM data, and more
- Deliver notifications via preferred channel (Teams, Slack, etc.) to speed team action
- Automatically synchronize tickets status, updates, and completion

### Automatic Issue Resolution: Reduce Mean Time to Repair and by >40%


- Use 350+ out-of-the-box automations to diagnose and repair devices
- Easily build your own custom, multi-vendor workflows
- Update and adjust configurations for compliance and security
- Integrate with common third-party orchestration vendors

### Tools Consolidation: Cut Costs by 60%+, Improve Staff Efficiency


- Immediately replace redundant point product vendor monitoring tools
- Eliminate need for separate cloud & on-premises AI insight tools
- Get more value from ITSM investments (ServiceNow, PagerDuty)




## Why ScienceLogic for Autonomic IT?

 **Monitor** – Achieving Autonomic IT means discovering all assets and ingesting operational data in real-time. That is what the SL Platform does. From legacy back-office hardware to edge devices, on-premises to the cloud and everything in between. The SL Platform is built to handle your current IT infrastructure—and whatever tomorrow brings.


- Simplified “first pane of glass” UI and tools-consolidating power.
- Complete, real-time discovery and visibility across complex, hybrid IT infrastructure.
- Real-time data ingestion and integrations to keep CMDB data accurate and up-to-date automatically.

 **Assurance** – Change comes at you fast in IT management. Sometimes those changes are unexpected, unintended, or unwanted. The SL Platform monitors, records, and backs-up all network configuration settings so if something goes wrong you can quickly audit, compare, and see what’s different—then confidently effect rapid restoration.

- Scheduled and on-demand configuration capture and audit, with secure backup.
- Simple, streamlined change management by pushing desired settings to devices and device groups.
- Scheduled maintenance and one-click configuration restoration to assure operational resiliency.

 **Insights** – Data generated by today’s IT system and infrastructure are too fast and vast for any human to digest. SL’s Skylar AI delivers precise insights and root-cause analysis to ensure you know what’s happening and why—keeping your environment running at peak availability and efficiency. Saving you time, money, and a lot of headaches.

- Automated, real-time log analysis across billions of logs across your applications with root-cause analysis delivered in plain language
- Predict and forecast future performance allowing you resolve issues before they even start
- Detect and correlate anomalies to understand and resolve problems in advance.

 **Automation** – The goal of Autonomic IT is to simplify IT operations through powerful workflow automations. Building on a foundation of precise, complete, and real-time data, combined with tools and modules like PowerFlow to enable out-of-the-box or custom automations, you can run your IT estate at peak efficiency and reliability.

- Integrate with ITSM tools to synchronize data and maintain CMDB accuracy in real-time.
- Create, enrich, deliver, update, and close service tickets quickly and with minimal incident noise.
- Enrich ticket information with issue diagnostic information, allowing techs to resolve incidents quickly the first time.