ScienceLogic

Avoiding the Primary Cause of Network Outages

Configuration errors, user mistakes, and unmanaged changes can disrupt IT operations and put your organization at risk. Use Skylar Compliance (formerly Restorepoint) to build and manage highly resilient business services.

The Problem: Poor Change Management

In July of 2022 a major North American telecommunications services provider experienced a 20-hour outage affecting more than 12 million commercial and residential customers, including voice, internet, data, emergency 911, and other core services. The cause? Bad code pushed to the network during routine maintenance. But today, commercial organizations and managed services providers of every size are at risk of data breaches, non-compliance fines, increased operational costs, lost revenue and opportunities, reputational damage, customer loss, and service level agreement penalties.

Digital transformation and an increased reliance on services delivered over large, complex IT infrastructures mean organizations are at greater risk of outages as new network assets expand the IT estate. Because a mistake anywhere can quickly cascade to affect performance downstream, precision is essential.

The Solution: Skylar Compliance and Skylar One (formerly SL1)

Such errors are avoidable with the use of change management automation tools that audit and record network settings, check for unauthorized or unexpected changes, and make corrections before a simple mistake leads to catastrophe.

ScienceLogic's market-leading Skylar One observability solution, together with the Skylar Compliance network configuration management tool, mitigates this risk by centralizing and automating configuration and change management. The result: highly resilient network operations and business services across multi-vendor, multi-tenant, and hybrid environments.

Automating Risk Reduction

With Skylar Compliance you can automate key processes that significantly reduce the risks and costs associated with inefficient change management processes:

Network Configuration Backup and Recovery: by automating backup and recovery, organizations can respond faster and recover from failures or errors by restoring configurations (often in seconds) from a secure, centralized repository.

Fact:

"Carelessness" resulting in insecure configurations and errors by delivery teams, and end-users, accounts for ~20% of breach vectors (Verizon).

Reduce human-error through tighter and more stringent configuration control management

Fact:

49% of all service outages are attributed to configuration and change management errors (Uptime Institute).

Improve SLA attainment with automated and intelligent remediation options

Fact:

The average downtime event costs affected organizations **$5,600 per minute** (Gartner).

Bounce back faster and keep all teams informed through integrated IT Service Management context

Change Detection and Compliance Auditing: by automating change detection— including when, where, and who—and comparing against authorized settings, organizations can maintain compliance, close risk gaps, and eliminate lengthy manual audits.

Change Automation: by automating bulk updates, whether in real-time or as a part of a scheduled maintenance and management program, human error is minimized, and time saved.

And with Skylar Compliance and Skylar One

- Automatically discovers new services and devices making on-boarding easier and more consistent

- Detects and assesses the impacts of changes that correlate with poor performance, prevent errors, and quickly correct them when they occur.

- Identifies an erroneous change, it automatically alerts your teams, enriching associated tickets to the service desk.

Meaning your teams can resolve incidents faster—even automatically—when improper changes impact critical business services.

Skylar Compliance Means Operational Resilience

Enterprises that use Skylar Compliance operate at maximum efficiency and with the highest level of service quality possible. That means IT operations have the resiliency needed to respond to incidents and perform to user expectations. And by integrating Skylar Compliance change management and network compliance auditing with Skylar One, IT operations have a single source of truth that delivers consistent, automated, and accurate results.

If change management feels like a constant chase, we're here to help. We'll answer your questions about how Skylar Compliance can address your enterprise's health, availability, risk, and resilience to operate at its best possible efficiency, saving your organization time and money.

Whether in financial services, healthcare, manufacturing, retail, government, or managed services, many of the world's top organizations already rely on Skylar Compliance.

Contact ScienceLogic to learn more and get a demo of Skylar Compliance.