

# Softility Transforms World Top 10 City Networks; Automation Saves 200K Man Hours

Softility is a trusted leader in futuristic AI-led digital transformation solutions helping several large enterprises reduce inefficiencies and achieve mission-critical goals with confidence. For nearly a decade, the company has driven their transformational journeys across AIOps, automation, cloud, data, cybersecurity, and IT Service Management.

One of the world's top 10 city agencies responsible for emergency calling services faced major challenges managing a complex network of several siloed and expensive tools incompatible with emerging hybrid cloud technologies. By partnering with Softility, the city agency modernized operations, improved efficiency, enhanced service reliability, and saved thousands of hours with a unified ScienceLogic-based monitoring and observability platform.

## Challenge

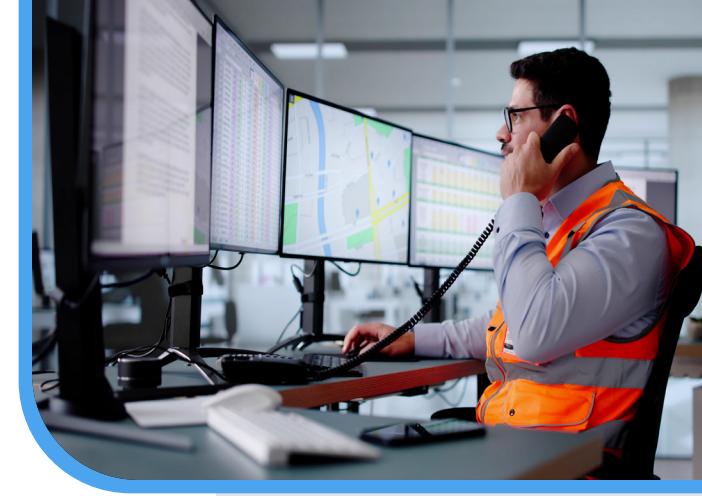
The city agency faced several significant challenges that hindered its operations. First, the overwhelming complexity of its network made it difficult for the IT team to maintain consistent performance and identify real-time issues. With thousands of Cisco network interfaces to monitor, this task proved daunting. Second, the critical Text-to-911 platform required 24/7 uptime and proactive issue resolution to serve Hearing and Speech Impaired citizens. Any outages in this essential service could have severe consequences. Lastly, inefficient ticket management due to suboptimal Remedy ITSM tool integration further strained the team, as high-ticket volumes and manually managed workflows slowed response times and limited their ability to focus on high-priority issues or drive innovation. Together, these challenges posed risks to both internal efficiency and the quality of service provided to the citizens.

## Solution

Softility leveraged ScienceLogic's AI-driven automation and observability platform to deliver tailored solutions that address the agency's challenges and drive lasting transformation. By automating Cisco network monitoring, Softility optimized performance and reduced manual workloads. Threshold-based alerts, task automation, and predictive analytics ensured proactive issue resolution, improved MTTR, and boosted efficiency.

Softility also enhanced the agency's critical Text-to-911 service by using ScienceLogic to aggregate and standardize real-time data. Custom dashboards provided actionable insights, while automated alerts generated immediate tickets for service issues, ensuring uninterrupted emergency communication for the city residents and boosting the platform's reliability.

To simplify ticket management, Softility integrated Remedy tools with the ScienceLogic platform for automated ticket creation and real-time updates. Vital details such as timestamps and interface data enriched tickets for faster resolution, while automating repetitive workflows reduced ticket volume.



### Company

Softility

### Headquarters

Herndon, Virginia

### Industry

IT Service Provider

### Employees

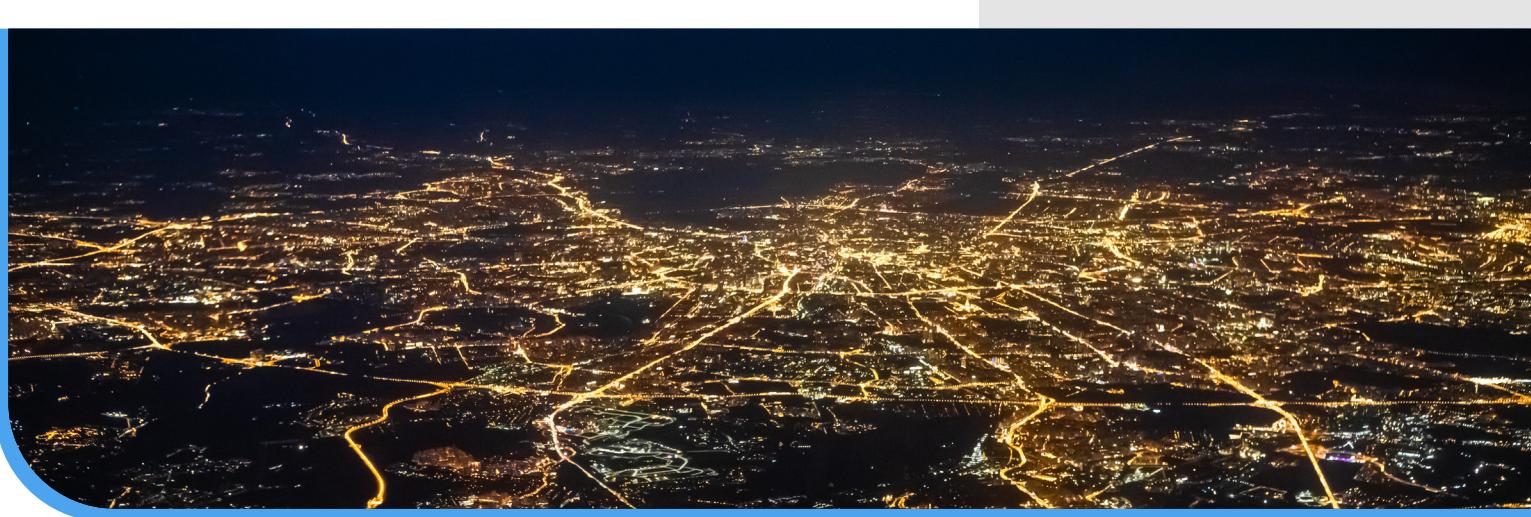
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### Website

[softility.com](http://softility.com)

### Use Case:

AI-Accelerated Automation: Transformed IT network monitoring for a top global city agency using ScienceLogic Skylar One with built-in Remedy ticketing integration, setting new benchmarks in service reliability, enabling 24/7 uptime of critical citizen emergency services such as Text-to-911, reducing manual effort and ticket volume, and delivering 360° observability.



## Impact

These innovative automation solutions powered by ScienceLogic's AI-powered platform, saved the city significant engineering hours by significantly reducing its manual workloads and achieving operational excellence across the board. Advanced ticketing analysis and 360° observability empowered their IT teams to focus on strategic initiatives.

Several key outcomes were achieved:

- **Reduced Downtime:** Continuous monitoring and automated alerts ensured system failures were identified and mitigated proactively.
- **Enhanced Service Reliability:** Text-to-911, a critical lifeline for millions, achieved unparalleled uptime and responsiveness.
- **Improved Efficiency:** 15 tools were replaced by the Skylar One unified platform, and the automation of repetitive tasks significantly reduced manual intervention, cutting time-to-resolution by 55%.
- **Engineering Hours Saved:** By automating routine workflows, over 200,000 engineering hours were reallocated to focus on innovation and improvement. The city saved 40% in IT opex.
- **User Confidence and Satisfaction:** With improved operational efficiency, engineers could now focus on strategic, high-priority innovation for business growth, instead of routine maintenance. Reliable service delivery boosted both internal team confidence and public trust.

## What's Next

Softility's innovative automation solutions have redefined how the world's top 10 city agency manages its critical network infrastructure. By addressing specific challenges across network monitoring, service availability, and ticket management, Softility enabled the agency to optimize internal processes, enhance service reliability, and scale for future innovation.

The partnership with ScienceLogic's Skylar One Platform underscores the vital role technology plays in providing efficient, reliable, and life-saving services for public agencies. Softility's dedication to tailored, scalable solutions ensure their clients leverage the power of ScienceLogic's AI to meet today's demands and stay ahead of tomorrow's challenges.

**"The most exciting value ScienceLogic brings to Softility and to our customers is the ability to accelerate transformation without the typical friction. Our partnership is providing innovative, scalable solutions that empower our clients to innovate and go to market faster. That's a game changer! to our customers."**

— Srinu Tipirneni, CEO, Softility

### Benefits



Faster workflows significantly improved operational efficiency



Optimized resources ensured unparalleled responsiveness



Advanced monitoring, enhanced insights-led decision-making



Network stability strengthened public trust in safety initiatives



ROI maximized with new cost-efficient, sustainable practices



Softility delivered results and built lasting client relationships