ScienceLogic

SOLUTION BRIEF

ScienceLogic for Communications Service Providers

Governing AI-Driven Network Operations for Trusted Outcomes

Executive Overview

Communications service providers operate some of the most complex and distributed technology environments in the world. 5G expansion, edge growth, network slicing, hybrid cloud architectures, and AI-enabled systems are transforming how networks are built and operated. As demand scales throughout the network, reliability becomes more than a monitoring challenge. It becomes a governance challenge.

ScienceLogic delivers agentic observability that transforms AI-driven intelligence into preventive, explainable, and revenue-protecting operational action. With service-aware visibility, governed automation, and Advisor-driven insights, communications providers can operate autonomous networks with confidence, protect SLA commitments, and deliver trusted outcomes at scale.

Built for the Demands of Modern Telecom Operations

Telecom operations require continuous visibility across physical infrastructure, virtual environments, cloud-native systems, and partner ecosystems. Small disruptions can cascade quickly across services and directly impact subscribers, enterprise customers, and revenue.

ScienceLogic enables communications providers to:

- Gain service-centric visibility across edge, core, and cloud environments
- Govern AI-driven automation within defined operational boundaries
- Correlate infrastructure health to real service performance
- Protect SLA integrity and reduce customer-impacting incidents

The result is operational resilience aligned to business outcomes.

Govern Autonomous Network Operations

As AI demands and automation expand across telecom environments, providers must ensure systems operate within policy, compliance, and performance expectations.

ScienceLogic enables governed autonomy by:

- Mapping service dependencies across complex, distributed architectures
- Continuously evaluating operational risk conditions
- Delivering Advisor-guided recommendations with contextual explanation
- Enabling closed-loop remediation while maintaining oversight

Operate intelligently. Remain accountable.

Prevent Service Disruptions with Predictive Intelligence

Avoiding outages is more valuable than recovering from them.

ScienceLogic applies advanced analytics and Advisor-driven insights to detect emerging instability across infrastructure, services, and configurations before customer impact occurs.

You can:

- Identify subtle performance deviations across distributed assets
- Prioritize response based on business service impact
- Automate mitigation within defined governance parameters
- Reduce incident frequency and duration

Deliver reliability that scales with network intelligence.

Explainable AI for Regulated Telecom Environments

Communications providers operate under strict regulatory and contractual obligations. Automation without transparency increases risk.

- Root cause analysis with contextual service impact correlation
- Plain-language Advisor explanations of AI-driven recommendations
- Audit-ready operational insights
- Controlled automation aligned to policy and compliance frameworks

ScienceLogic provides:

Confident automation requires explainability. ScienceLogic delivers both.

Protect Revenue Through SLA Integrity

Subscriber expectations are unforgiving, and enterprise SLAs are contractual. Performance degradation directly impacts churn, penalties, and brand trust.

ScienceLogic continuously aligns telemetry, configuration, and service performance data to protect critical services across:

- Private networks
- 5G and high-speed data
- Edge and hybrid cloud architectures
- Multi-tenant service environments

Maintain confidence in every connection.

Agentic Observability for Trusted Telecom Outcomes

The future of telecom is not defined by automation alone. It is defined by governed, accountable intelligence.

ScienceLogic transforms AI-driven operations into measurable business outcomes by combining:

- Service-centric visibility
- Advisor-guided insights
- Explainable AI reasoning
- Governed automation
- Operational risk awareness

Trusted outcomes include:

- Reduced outage frequency and duration
- Stronger SLA compliance
- Improved operational efficiency
- Revenue protection under margin pressure
- Confidence in autonomous network systems

Intelligence in action. Trusted outcomes.