EMA Radar for AIOps: Q3 2020
A Guide for Investing in Innovation

An Enterprise Management Associates® Radar Report

Written by Dennis Drogseth

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INTRODUCTION

ScienceLogic

ScienceLogic SL1 is a richly assimilative AIOps platform covering the full application/business service landscape. The platform has shown industry-leading value in optimizing business service health, hybrid/multi-cloud visibility, and toolset modernization and consolidation. It does this in part through a real-time data lake designed specifically to address AIOps requirements. SL1's capabilities also include discovery, business services awareness, mapping, monitoring, event management, automation, and AI/ML heuristics. This functionality is all combined in one platform to avoid the administrative overhead associated with separate modules in most management suites.

ScienceLogic's SL1 platform is targeted at large, complex enterprise and MSP environments that require breadth of data collection and toolset assimilation to fuel proactive AI/ML values. One of the platform's strengths is unifying IT and business stakeholders in supporting business services from both a top-down and bottom-up perspective.

USE CASE PERSPECTIVES

INCIDENT, PERFORMANCE, AND AVAILABILITY MANAGEMENT

ScienceLogic is a clear leader in incident, performance, and availability management with among the very highest scores for product functionality and architecture. Its triage capabilities span the full-stack application infrastructure from networks to systems to storage, including issues with public cloud, microservices, and containers, or conversely, QoS requirements for application responsiveness in branch offices.

Two of the vendor's customers have documented a more than 98% reduction in downtime. Other related benefits include:

- Improved OpEx efficiencies across IT
- Improved compliance with industry requirements
- Reduction/consolidation/minimalization of toolsets
- Predictive alerting and root cause analysis
- Streamlined incident management
- Minimizing the time developers spend troubleshooting
- Increased effectiveness of handoffs between development and operations
- Continuous improvement of the application lifecycle due to performance feedback across production and preproduction teams

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USE CASE PERSPECTIVES

BUSINESS IMPACT AND IT-TO-BUSINESS ALIGNMENT

Addressing business impact and alignment has been a recent but growing focus with ScienceLogic. Its deployments have already engaged a solid variety of non-IT stakeholders, including business executives, online operations teams, business application owners, digital transformation teams, and enterprise operations.

SL1 Behavioral Correlation detects and correlates performance anomalies, events, and changes in context with business services and their associated subservices. Business services can be discovered in terms of applications and their components, then composed to fully align with business outcomes. The versatility of the platform was demonstrated in one case when weather-related data was integrated into business service performance KPIs, as weather turned out to be related to business process effectiveness.

SL1 can associate service performance with logical or business KPIs, such as revenue, cost of service delivery, and OpEx effectiveness, helping to not only improve business outcomes, but to better align IT with the business it serves. With its synthetic transaction capabilities, ScienceLogic is also looking more closely at customer and user experience dynamics.

CHANGE IMPACT AND CAPACITY OPTIMIZATION

The SL1 platform provides in-depth capabilities for infrastructure optimization across hybrid cloud environments with an eye to service performance. It does this not through simulation, but through proactive insights into performance-related behaviors and their associated interdependencies. In parallel, SL1 can assess change impact in context with performance outcomes, associating changes with events and other data, and prioritizing actions based on business relevance. The platform's dynamic views of topological interdependencies have also improved CMDB/CMS currency in many customer environments.

Other associated SL1 benefits include:

- More efficient use of hybrid cloud resources
- More effective migration and optimization of public cloud
- Improved efficiencies in managing change
- Better correlation between change and performance
- Faster time to deliver new IT services

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DEPLOYMENT, ADMINISTRATION, AND SERVICES

ScienceLogic SL1 can be deployed in a variety of options, from SaaS, to on-premises, to hybrid, to privately-hosted models. It is instrumented to collect data across a solid mix of both infrastructure and application components, including internal and public cloud containers. Given its one-platform unity, overhead can be as low as less than one full-time employee for ongoing administrative requirements.

The platform's agentless PowerPacks include no code/low code support for a wide variety of integrations, to complement data brought in through the vendor's own agents and open APIs. Users can set their own metrics and KPIs. Report creation is versatile, including templates, drag-and-drop widgets, and customizable dashboards, so that non-technical stakeholders can design their own individualized reporting and visualization options.

ScienceLogic professional services offerings are outcome focused and evolve from requirements analysis into operational deployment through well-defined stages that include use case configuration, solution validation and testing, and mentoring and knowledge transfer. ScienceLogic professional services offerings beyond deployment support strategic requirements for SLM and performance, IoT, capacity planning and optimization, cloud migration, business impacts/outcomes, and digital transformation consulting.

COST ADVANTAGE

ScienceLogic SL1 is priced in four ways: Base, Standard, Advanced, and Premium, with annual subscription costs ranging from $312 thousand to $1.5 million. ScienceLogic also offers dramatically reduced pricing for customers who are just getting started with their platform. These packages are designed to capture shifting needs based on the problems being solved and the range of capabilities required. Although overall pricing is in the premium category for AIOps, customers consistently report value with one subscription deployment of SL1 seeing ROI in less than one week.

ARCHITECTURE AND INTEGRATION

SL1 combines topological analysis for detecting patterns and anomalies with a wide variety of other heuristics, including comparators, correlators, baselining, object-based modeling, prescriptive analytics, streaming analytics, and neural networks. The platform leverages behavioral correlation rather than simple event correlation to help assess the relevance and effectiveness of SL1 algorithms for specific incidents, conditions, and technological requirements.

The SL1 platform is a leader in AIOps scalability, as it is capable of assimilating more than 50 million metrics in less than five minutes, with real-time to subsecond data assimilation and 1-3-minute latencies for data sequencing. Data is brought in through a data lake that merges different sources using a variety of ingestion and sharing mechanisms, including SL1's collector and publisher. The breadth of data assimilated can span:

- Events (performance- and business-related)
- Time series data (performance- and business-related)
- Log files
- Byte code instrumentation
- Flow and packets
- Application transactions
- Web proxies
- Business process impacts and sentiment analysis

With more than 80 out-of-the-box integrations supported for third-party toolsets, ScienceLogic is a leader in AIOps data breadth enabled in part through the richness and diversity of its PowerPacks. Moreover, partners can build their own PowerPacks through SL1 PowerFlow and PowerSync to extend the platform's reach. These integrations currently include third-party resources in application, network, and systems management, IT service management (ITSM) integrations, and third-party automation capabilities, among others. Public cloud support currently spans AWS, Azure, Google Cloud, IBM Cloud, and Alibaba, among other public cloud options.

The SL1 PowerMap delivers multi-layer, multi-technology, and multi-vendor topologies, supported by agent-based and agentless discovery across hybrid cloud application/infrastructures and a wide range of application dependency mapping options. Application relationships are placed in SL1's graph database for more dynamic assessments of interdependencies and improved levels of visualization. These span business service relationships and application and infrastructure interdependencies.

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FUNCTIONALITY

ScienceLogic offers a rich automation library out-of-the-box with more than 400 automation policies, which can be combined to create more extensive automation flows using SL1 PowerFlow. Customers can also add new automation options into the library via PowerFlow's low code/no code capability for composing and executing complex workflows. Moreover, customers can leverage machine learning-based behavioral correlation to make recommendations about next steps based on past actions.

SL1 automations currently include:

- Automation in support of incident team communication
- Runbook or IT process automation
- Automated remediation and proactive service resolution
- Workflow within and across IT
- Configuration automation via tools such as Chef and Puppet
- Autoscaling capacity optimization
- Automation in support of discovery, data assimilation, and diagnostics collection

SL1 application support depends in part upon critical application performance management (APM) integrations, such as those with AppDynamics, Dynatrace, and New Relic. It also utilizes growing capabilities for application performance monitoring and tracing within SL1, including synthetic transaction analysis, with a growing focus on customer and user experience. The vendor views itself as complementary to most APM tools, assimilating both metrics and events as well as interdependencies for dependency mapping, which it brings into its graph database.

For reporting, SL1 offers options for trend analysis, problem area identification, change/impact assessments, business impact assessments, prescriptive recommendations, and auditing past changes and remediation. Mobile access is available through a web-based UI.

VENDOR STRENGTH

Based in Reston, Virginia, ScienceLogic is a fast-growing private company with more than 400 discrete paying customers and revenue growth of more than 100% over the last three years. Its customer base consists primarily of large enterprises and internet service providers, with some reach into mid-tier, spanning North America, Europe, Southeast Asia, and South Africa.

ScienceLogic partners include large consulting firms and systems integrators, such as Tata Consultancy Services and IBM. Technology and integration partners are also key since the vendor continues to expand its technology reach. SL1 SaaS is currently hosted in AWS.

STRENGTHS AND LIMITATIONS

STRENGTHS

- ScienceLogic SL1 has proven itself to be an AIOps leader in incident, performance, and availability management, with compelling reductions in downtime.
- The platform is highly scalable in assimilating thousands of different sources, while also able to bring in more than 10 million data points in less than five minutes.
- SL1's support for public cloud environments is also at the top of the AIOps pack.
- The company's growth rate of more than 100% in revenue over the last three years puts it among the fastest-growing AIOps vendors evaluated.

LIMITATIONS

- Overall, ScienceLogic SL1 should be seen as being optimized for larger enterprises rather than smaller or mid-tier vendors given its higher-end price points and multi-dimensional administration requirements for achieving fully rich AIOps functionality. However, ScienceLogic does offer a much lower priced entry point that allows its customers to start small and build from there.
- Despite its geographic reach, the platform currently supports reporting and visualization in English only out-of-the-box.

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CUSTOMER QUOTES

"We evaluated ScienceLogic among other solutions, including those from Micro Focus, IBM, SolarWinds, and Microsoft. ScienceLogic won out not so much on price point per se, but because of SL1's support for automation, machine learning, integration, the relative ease with which we could achieve our required customizations, and the ability to support almost every technology vendor, which in the end gave us the most bang for the buck."

"We have been very focused on proactive and intelligent monitoring in our dialogue with customers. I believe we have taken an area that used to be a technical background task and shifted it to one of the main topics for showing how we add value. Our customers are really positive and enjoy seeing real-life examples of what we have improved for other clients. For instance, we show them our live dashboards, featuring health, availability, and risk, along with our ability to be proactive. We can also show them capacity management reporting in a live dashboard. All these features can be collated together across a given customer's many technology investments. After sharing these features, our clients respond positively and ask how we can offer the same for their business. In essence, ScienceLogic has enabled us to engage with our customer base in a completely different way than before."

"We have already achieved some excellent success in 2019. Some of these successes include:

- A 60% reduction in the time required to bring new customers on board
- A 50% reduction in the number of incidents during non-business hours
- A 21% reduction in the time required for incident resolution
- A 70% improvement in our own OpEx efficiencies
- A 60% reduction in service-level agreement breaches
- An estimated one million U.S. dollar savings in our annual operational expense
- Overall improved customer experience and service quality"

"Leveraging ScienceLogic SL1 for intelligent business services is a relatively new effort—we have been in production for selected services for five months. But it brings strong added value to some of our more progressive customers because it allows them to map their application infrastructure to critical business services and prioritize accordingly. You might say it provides our customers with a dynamic template to manage according to relevant business outcomes. It also helps us keep well ahead of the curve as an MSP capable of delivering meaningful added value."

- Comments from a technology and business management professional at a large, European MSP.

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CUSTOMER QUOTES

"We have 10,000 users across our customer base as we deliver monitoring, management, and other services. After a focused assessment across six different vendors, we chose ScienceLogic SL1 as our management platform. It provides an overlay to integrate the different technologies resident across our customer base where they can see what's happening and how they should focus their time."

"We purchased ScienceLogic primarily to promote IT-to-business alignment and business outcomes across cloud and existing infrastructures. It gave us everything we needed, including service outcomes mappings, with awareness into how a particular device might impact a given business service, as well as early warnings and audited insights that support best practices."

"One of the first values we got from SL1 was bidirectional updates and data sharing with our ServiceNow CMDB."

"We currently have two individuals dedicated to SL1 to ensure ongoing visibility across our customer base. One is very experienced, and another is a relatively new hire. But across our operations center, virtually everyone can use the tool."

- Comments from a solution development manager at a European-based IT infrastructure and services provider.

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EVALUATION SUMMARY

DEPLOYMENT COST EFFICIENCY: DEPLOYMENT & ADMINISTRATION	
EASE OF DEPLOYMENT	
PoC Availability	Outstanding
Versatility in Deployment Options	Outstanding
Automation for Deployment	Outstanding
Time for ML to "Learn" the Environment	Outstanding
SUPPORT AND SERVICES	
Breadth of Professional Services	Outstanding
Levels of Customer Support	Outstanding
User Groups	Outstanding
EASE OF ADMINISTRATION	
FTEs Required for Admin	Strong
Breadth of Support for Data Collection	Outstanding
Ease of Report Creation	Outstanding

PRODUCT STRENGTH: ARCHITECTURE & INTEGRATION	
ARCHITECTURE	
Breadth of Analytics Technologies Applied	Outstanding
Scalability	Outstanding
Granularity of Data Sequencing	Strong
Range of Data Sources	Outstanding
Breadth of Domain Support	Outstanding
Support for Cloud	Outstanding
Big Data Capabilities	Outstanding
Breadth of Discovery	Strong
Versatility of Dependency Mapping	Outstanding
INTEGRATION/INTEROPERABILITY	
Third-Party Integrations	Outstanding
Third-Party Technical Integrations	Outstanding
Third-Party Business Integrations	Solid
Open-Source Integrations	Limited

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EVALUATION SUMMARY

FUNCTIONALITY	
FEATURES	
Application Support	Outstanding
Business Impact	Strong
Reporting and Visualization	Outstanding
Triage	Outstanding
Change Impact/Optimization	Outstanding
DevOps Support	Solid
Automation	Strong
IT Roles	Outstanding
Business (non-IT) Roles	Outstanding

COST ADVANTAGE	
Estimated Cost for 5,000 MEs	$$$$
Licensing Model	Outstanding
Maintenance Costs	$$$$$
Estimated Time for ROI	Strong

VENDOR STRENGTH	
Financial Strength	Strong
Research & Development	Outstanding
Market Credibility	Strong
Geographic Coverage	Strong

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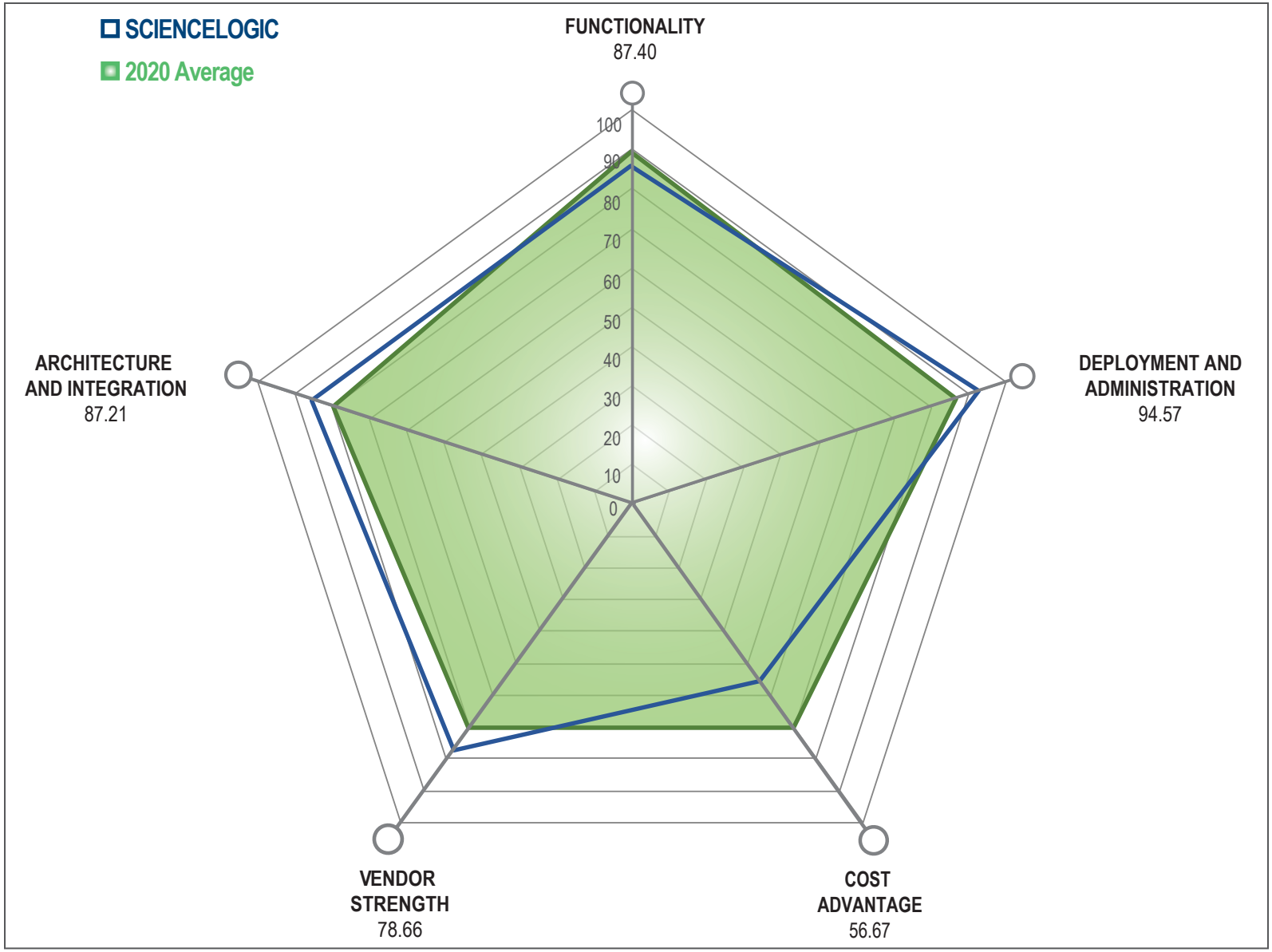
2020 AIOPS RADAR – AVERAGE OF ALL USE CASES



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Corporate Headquarters:
1995 North 57th Court, Suite 120
Boulder, CO 80301
Phone: +1 303.543.9500
www.enterprisemanagement.com

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