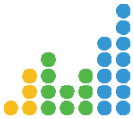
ScienceLogic vs. Open Source IT Monitoring

Next Generation Monitoring or Open Source Software?

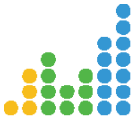
The table below compares ScienceLogic with currently available open source network management solutions across several key capabilities.

Requirements	ScienceLogic	Open Source
Cost of Ownership	An affordable price and minimal operating overhead ensures low TCO.	Licenses are typically free but the high cost of operating the software drives up TCO dramatically.
Unified roadmap and vision	Product roadmap and vision is planned and controlled by corporate teams working closely with customer advocates.	Roadmap and vision depends on the developer community and may vary in direction and timeline.
Release schedules	Two major releases per year.	Unknown.
Software quality	Highly resilient and fully QA'd code.	Unknown.
Out-of-the-box packaging	Includes automated discovery templates and pre-configured monitors for most device types.	Requires significant customization (time and manual labor) to cover even standard devices. Along with multiple code skills required: • C/C++ • Perl • Postgre SQL • Python & PHP
Ease of deployment	Our experienced ScienceLogic Professional Services team will ensure deployment in days.	Installation, configuration, and tuning may take months depending on the size and complexity of infrastructure.
Degree of automation	Once installed everything is pre-packaged and ready to go.	Much of the functional pieces (e.g. like discovery, reporting) are available only via 3rd party plugins which themselves require separate installation and time consuming manual configuration.
Usability and ease of operation	Highly intuitive workflows enable rapid process execution.	Everything is manual and labor intensive. Time is wasted building, executing, maintaining, and monitoring scripts.



Requirements	ScienceLogic	Open Source
Multi-tenancy	Fully multi-tenant to support custom portals for external customers and internal teams.	Most open source tools do not offer multi-tenancy.
Single Platform Extensibility	Discover, map, monitor, and manage your entire IT infrastructure-network devices, servers, applications, virtual resources, VoIP and video–from a single console.	Plug-ins are available from 3rd parties and don't integrate seamlessly. Multiple consoles and lack of a single point of correlation will limit operational use.
Asset and Configuration Management	Extensive coverage.	None.
Mapping	Dynamic mapping that updates automatically as devices are added/moved/removed.	Basic/Static.
Runbook Automation	Easily automate repeatable tasks, workflows, and problem remediation.	None.
IT Service Management	ScienceLogic service dashboards enable you to detect performance and availability issues for the IT services that matter to the business. Your IT operations are transformed from reactive to proactive, and you keep your customers happy.	None.
Product Resiliency	High Availability and Disaster Recovery built-in.	Not included, and often very complex to bolt on later.
Product Updates	Product updates require no downtime whatsoever.	Very likely to involve downtime, and loss of visibility into the monitored environment.
Customer Care	Customers are assigned a Customer Care advocate who manages the customer relationship and ensures customer satisfaction.	No customer care support.
Product Support	24x7 technical support available by phone or online from a trained support team at ScienceLogic HQ.	No trained and certified support technicians available should you have challenges.
Content Customization	Yes. Also we deliver out-of-the-box content so you can get up and running quickly.	Yes.
Staff Turnover	Project success is not at risk due to staff turnover.	Typically only a small number of staff really understands the home-grown monitoring system, and the loss of any one of them can cripple the project.

Requirements	ScienceLogic	Open Source
PowerApps	We provide over 1,000 PowerApps (predefined, plug-and-play monitoring templates for most technologies on the market), and continue to add and update supported PowerApps.	Either don't offer an equivalent or provide no support and cover only a fraction of the number of technologies.
Provided Via Resilient Appliance (Physical or Virtual) or SaaS	We offer our product in both appliance (physical or virtual) and SaaS based models, and support everything from the machine and the OS to the database application.	Run as an application on top of unsupported OS, hardware, database, etc. Can easily crash and is highly susceptible to being hacked. If something goes wrong with the machine, OS, or database, you are on your own.
Training	We offer a free training course (rotated) every month for our clients. Further, we sponsor regional meetings as well as free admittance to our annual customer Symposium, giving our clients hands-on training and one-on-one access to our product managers across 2 days.	Periodic online bulletin board discussions, with formal training quite expensive, and very little (if any) access to product managers as "the community" is the actual product manager.



Myths of Open Source Software

Myth 1: Open source software is free

Fact: Most people think open source software is either free or relatively inexpensive, as compared to commercial software. However, this assumption glosses over the hidden costs of open source software. Typically, open source software implementations are time and labor-intensive, and require a great deal of technical skill and "open source community knowledge" to source the right components, install, configure, and operate. Most open source network management platforms are not solutions at all, but frameworks. As an open source administrator, your organization will spend a considerable amount of time and effort configuring the system, building monitoring templates and deploying them, documenting changes to the code to keep it maintainable, and so on. This process is continuous as you add new modules or code for upgrades, or wish to extend initial functionality. Although the download is free, the total cost of ownership for an open source software solution should include these labor costs. Often times the expertise and knowledge of the open source platform is in the head of a few dedicated engineers. If this expertise departs the organization then the ability to maintain the system is lost or severely disrupted. Over time, the hidden costs of open source can easily add up to hundreds of thousands of dollars.

Myth 2: Backed by an army of developers, open source software is comprehensive

Fact: While large open source projects like Linux and Apache are powered by a strong development community, open source for network management is a niche space. Contributors to network and system management (NSM) projects may number in the hundreds – but is this enough to provide you with a comprehensive solution?

Based on the successful formula of matching community size to domain complexity, the answer is no. It would take a much larger open source community to manage the diverse and swiftly evolving set of IT infrastructure network management instrumentation and infrastructure management requirements. Open source is not a match for the consistent, ten year plus development effort put in by ScienceLogic. We focus on providing robust operation, breadth, and depth of coverage, with a high degree of security, usability, and out-of-the box content.

Myth 3: Vendor supported open source software is just like commercial software

Fact: That is far from the truth. Can you be sure you'll get the coverage you need in terms of product enhancements, platform support, or upgrade compatibility? Do you have assurance that roadmaps and long-term plans for open source projects will evolve to match new technology and infrastructure changes that you are planning? Moreover, as you are looking to reduce the number of management tools and consoles that you use – the ability to integrate different open source projects into one comprehensive management solution (covering say, fault, performance, configuration, security, etc.) is difficult to achieve. While third party plug-in developers – both open source communities and commercial vendors try to fill the gaps – there is no unified vision, quality or timeline that they operate on. The result is that it is almost impossible to build an integrated IT management system without incurring costly internal development workload and elevated project risk.

Next Generation or Open Source Monitoring

Why ScienceLogic?

- ScienceLogic is a business ready vendor, providing updates and patches to both products and content.
- ScienceLogic's customer support, professional services, and dedicated account managers provide timely answers and solutions to customers' business problems.
- ScienceLogic also provides excellent training to all user-levels, from NOC operators to managers. For those who want to leverage development API's and other advanced product tools, development training is also available.
- The ScienceLogic product is multi-tenant and provides audit capabilities for all user authenticated accounts. This provides management and technical users extremely granular views into the specific portion of infrastructure and metrics for which they are uniquely responsible.
- Having a single tool instead of several, enables different IT functional teams to collaborate effectively and efficiently to troubleshoot issues in complex environments.
- ScienceLogic products have a rich set of customizable tools that allow customers to tailor solutions to meet the needs of their business. This includes support for custom-developed applications and data collections, customizable reports and dashboards, customizable run book automation, and much more.
- ScienceLogic provides hundreds of pre-built collection and reporting templates that allow users to easily discover and model their mission-critical infrastructure with ease.
- ScienceLogic scales well beyond thousands of managed devices, allowing customers to build as their business grows. Need more scale? No problem, simply add another collector.

KEY BENEFITS

- **Instant:** Automatically detect and monitor new technologies as they are added to your network, reducing administration costs and the number unmonitored devices on your network
- **Intelligent:** Built-in, best practices based monitoring templates and dashboards, ensure you gather and display the data you need to keep your infrastructure running smoothly
- **Integrated:** Automated ticketing, alerting, and workflow combined with asset management, runbook automation, and monitoring all operating on a single codebase, deliver a truly unified monitoring platform

- Data that drives business is top priority to ScienceLogic, that's why we've architected clustering, fault tolerance, and data replication into our products. Databases can be paired into an active/passive cluster, and/or support DRBD replication to an off-site DR location.
- Full database backups are also supported for all major file sharing protocols. This allows compliance with various regulation requirements, while providing the comfort of knowing your data is backed-up.
- ScienceLogic provides redundant collector groupings and automatic load-balancing with collection tasks.
- ScienceLogic products support tried-and-true event correlation and roll-up, made possible through advanced event handling and an easy to use runbook automation system. Users can establish automation and/or notification policies to meet their business requirements.