



VENDOR PROFILE

ScienceLogic Offers Unified Infrastructure Monitoring and Analytics for Hybrid IT

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IDC OPINION

Enterprise datacenter infrastructure environments are becoming more complex and dynamic because of increased use of virtualization, cloud, and software-defined infrastructure architectures. Compliance with performance and availability SLAs requires extensive monitoring, dependency mapping, and analytics across a broad mix of physical and virtual systems, public and private clouds, middleware, and application resources. Infrastructure monitoring solutions that provide a unified, integrated view of workload requirements, cross-tier dependencies, and root cause of performance problems are important enablers of today's hybrid IT architectures. Benefits resulting from taking a unified approach to infrastructure monitoring and dependency analysis include:

- Improved SLAs due to faster root cause analysis
- Faster detection of and response to service-affecting problems
- Reduced costs and risk as a result of making better decisions related to workload placement and migration
- Improved prediction and avoidance of performance bottlenecks and challenges

IN THIS VENDOR PROFILE

This IDC Vendor Profile analyzes ScienceLogic, a privately funded infrastructure software company providing unified infrastructure monitoring and analytics across hybrid physical, virtual, cloud, and software-defined IT environments.

Headquartered in Reston, Virginia, ScienceLogic was founded in 2003. Initially focused on enabling carriers and service providers to launch multitenant hosted datacenter and managed service offerings, ScienceLogic increasingly concentrates on serving the needs of complex enterprise and government hybrid IT environments. The company reports a current head count of over 200 employees. IDC estimates ScienceLogic has several hundred paying customers, including both enterprises and service providers. Because service providers typically support many clients using the ScienceLogic platform, the company estimates that over 20,000 different organizations rely on ScienceLogic each day.

SITUATION OVERVIEW

Unified infrastructure monitoring solutions help simplify IT operations and problem diagnostics across complex, multitier architectures. While historically many hardware vendors provided domain-specific tools to monitor their products, IT teams struggled to integrate, normalize, search, and interpret data across platforms and tools. As a result, management of large, complex, heterogeneous datacenters

often entailed time-consuming and inefficient efforts to determine the root cause of problems or to optimize workload placements. With the introduction of virtualization and public and private clouds, as well as software-defined infrastructure options, root cause has become more difficult to ascertain and the cost and business risk of downtime increases.

Unified infrastructure monitoring and analytics solutions help streamline IT operations and improve service levels by providing a unified view across divergent resources and workloads. In selecting these types of solutions, IDC's research shows that customers prioritize the breadth of infrastructure and public cloud coverage, ease of use, and powerful visualization and reporting capabilities.

Company Overview

ScienceLogic is a unified monitoring and analytics software company providing end-to-end visibility and dependency mapping across a wide range of infrastructure assets, including physical and virtual systems, public and private clouds, and emerging software-defined infrastructure environments.

After self-funding operations for its first seven years of existence, ScienceLogic has raised approximately \$84 million in venture funding across four rounds of investment since 2010. The most recent \$43 million Series D round was raised in February 2015. Investors include Goldman Sachs, New Enterprise Associates, and Intel Capital.

As a private company, ScienceLogic does not report revenue. IDC estimates ScienceLogic realized software and SaaS revenue (excluding professional services and hardware) of approximately \$22 million in 2014. The company's leadership team indicates that the most recent venture funding round is being targeted at aggressive increases in marketing and sales as well as R&D, with the goal of driving YoY growth in excess of 200%.

Company Strategy

ScienceLogic got its start providing unified performance monitoring and dependency mapping solutions for carriers, managed service providers, and early cloud service providers managing multitenant managed datacenter and hosting businesses. The product was designed from the ground up to offer customers a highly scalable, cost-effective, multitenant infrastructure monitoring and analytics solution with extensive breadth of coverage.

ScienceLogic correlates data points from a very broad array variety of protocols (SNMP, SMTP, HTTPS, XML, SSL, WMI, Powershell, etc.) and APIs from many technologies (vCenter, EMC, Cisco APIs, etc.) to create a holistic map of IT services. The company currently offers over 1,500 free PowerApp plug-ins to enable monitoring of many infrastructure assets, including physical and virtual servers, operating systems, storage, network, power, video, security, and cloud. Visual dependency mapping and customizable widget-based dashboards have been enhanced over time to support a range of use cases and user personas.

ScienceLogic made an early commitment to monitoring and analyzing public cloud services and has continued to expand the breadth and depth of its public cloud support over time. It has made deep support for Amazon Web Services a particular priority and currently discovers more than 300 Amazon parameters. It also offers support for Microsoft Azure, VMware vCloud Air, and private cloud infrastructure. Hypervisor support includes Citrix XenServer, KVM, Microsoft Hyper-V, and VMware. More recently, the company has made available support for emerging software-defined solutions such as Cisco ACI as well as Docker containers. Out-of-the-box integrations are also available with several APM providers, including New Relic.

ScienceLogic's recently launched cross-technology dependency mapping capability maps relationships on an end-to-end basis across public and private clouds. Detailed dependency mapping improves end-to-end workload performance, while historical analytics identify performance and usage trends to enable better workload placement and capacity planning decision making. Integrations are available with major service management platforms such as ServiceNow to enable integrated end-to-end monitoring, ticket management, and workflow orchestration. The company also integrates with Puppet and Chef orchestration and configuration automation tools.

Deal sizes vary because of implementation differences; however, deals typically range from six to seven figures, and subscription agreements are generally for two or three years. A typical deal might consist of approximately 1,500 managed devices, including hypervisors, routing switches, endpoint devices, and operating systems. Pricing is based on the number of managed devices. IDC estimates that 65% of new revenue is from on-premise software subscription licenses. ScienceLogic's SaaS-based solution was released in mid-2014 and has gained traction rapidly. IDC estimates that the solution currently accounts for 20% of new sales. Professional services are estimated to represent 10-15% of revenue.

ScienceLogic's original offerings were specifically designed to meet the needs of service providers, resulting in the majority of the company's current customers being service providers. However, this trend is shifting as medium-sized and large enterprises and governmental agencies are beginning to implement ScienceLogic's multicloud management solution for their own use.

ScienceLogic primarily goes to market via its direct sales organization but is in the process of building out a more robust channel partner strategy. Enterprise and government customers account for slightly less than half of new sales, with most sales efforts targeting IT operations, datacenter teams, cloud infrastructure teams, and CTOs. Marquee enterprise and government customers include Kellogg's, Boeing, Comcast, News Corp., and the U.S. Army. Service provider customers include Telstra and a number of major carriers and hosting providers, including Comcast and HOSTING. While the majority of sales are in the United States, the company has a growing presence in London, Australia, and Singapore.

FUTURE OUTLOOK

IDC expects enterprise and service provider infrastructure architectures will continue to shift toward physical and virtual systems and public and private cloud hybrids over the next several years. As environments become more complex, customers will prioritize solutions that can seamlessly integrate across multiple resources and provide robust, customizable performance insights; root cause analysis; and resource optimization recommendations.

Unified infrastructure monitoring solutions will be an important option for organizations that want to reduce and simplify their monitoring environment in order to anticipate and avoid problems, proactively identify and remediate root cause, and optimize SLAs and operational costs.

ESSENTIAL GUIDANCE

Advice for ScienceLogic

ScienceLogic's depth and breadth of monitoring coverage is attractive to service providers that support a wide range of customers and configurations. Similarly, enterprises that have grown and expanded by

acquisition have often assembled a complex array of heterogeneous infrastructure assets. The proliferation of public cloud adds to the complexity. ScienceLogic has done a good job of anticipating and addressing the continual proliferation of managed targets and of providing enterprise and service provider customers with effective visualization and dashboards for analyzing dependencies and root cause.

ScienceLogic's past move from perpetual licensing to subscription-based licensing and the company's recent efforts to build awareness among enterprise and government clients as well as service providers have helped launch a new phase of rapid growth that carries its own risks as well as opportunities. ScienceLogic expects to see increase in head count and a 200% or greater YoY increase in revenue in the coming year. The leadership team needs to be sure to maintain the culture and workforce quality even as they push the company to the next level and continue to aggressively expand both functionally and geographically. ScienceLogic will need to execute effectively across all aspects of the business in order to take full advantage of these many growth opportunities.

LEARN MORE

Related Research

- *IDC PeerScape: Hybrid Cloud Management Practices for Enabling Workload Portability and Performance Across Public and Private Cloud Infrastructure* (IDC #256120, May 2015)
- *IDC MaturityScape: Hybrid Cloud Management* (IDC #253611, January 2015)
- *Hybrid Cloud Strategies Create Management Challenges* (IDC #252655, December 2014)
- *IT Operations Analytics Special Report: Buyer Interviews and Survey Results* (IDC #252344, November 2014)

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