ScienceLogic

VERSION 1.06

7/6/2016

Who is ScienceLogic?

ScienceLogic is the global leader in hybrid IT monitoring for the network of everything. Over 20,000 global service providers, enterprises, and government organizations rely on ScienceLogic to significantly enhance IT efficiency, optimize operations, and ensure business continuity. ScienceLogic is the first monitoring solution to provide a comprehensive view of all IT components through a single pane of glass, whether they reside in a public cloud environment or on-premises. With over 1,500 dynamic management apps and custom dashboarding capabilities, we deliver the scale, resiliency, and automation needed to simplify the constantly evolving task of managing IT resources, services, and applications.

ScienceLogic delivers the next generation hybrid IT monitoring platform, helping some of the world's largest organizations gain holistic, end-to-end visibility across their on-premises and cloud resources, and ensure 100% business service uptime.

What we do?

Hybrid IT Monitoring
Get instant visibility across all IT today, maintain full visibility when new technologies are introduced in future, and spend less time administering your IT environment. Monitor traditional **data centers**, **hosted** environments and the **public cloud** with a single solution.

Discovery
Stay in control of your evolving infrastructure with ScienceLogic's **intelligent auto-discovery**. Our patented solution (U.S. Patent 9,077,611 B2, "Self-Configuring Network Management System") automatically discovers resources using a succession of monitoring policies to iteratively uncover and collect element configuration, asset, and performance detail—in highly dynamic environments—with no action required by the user.

Dependency Mapping
The world of IT continues to get more complex every day. New technologies are entering the market at a blistering pace, with virtual, cloud and software-defined infrastructures gradually replacing physical infrastructure. Understanding how all the different parts work together has never been more difficult. The silos that have developed across different areas of IT make troubleshooting problems nearly impossible. These are the exact issues our built-in dependency mapping solves.

Event management
Stop looking for a needle in a haystack when issues occur. Built-in event correlation and management help you avoid a flood of false events.

Escalate and alert on critical events to ensure rapid problem resolution and consistent service performance. Make sure the right people receive the right alerts at the right time.

Dashboards

See the information that matters in a single, customized view with ScienceLogic's role-specific dashboards. Build real-time, highly intuitive dashboards to monitor key parameters in your business—as they happen. From internal and external SLA parameters to element-specific and overall performance metrics, the ScienceLogic platform flexes to meet your business needs, regardless of size.

Automation

Achieve higher levels of productivity, reduce or eliminate the risk of human error, streamline and automate operational processes within and across organizational silos, and free up time to focus on more important business critical tasks. Easily integrate with other enterprise management tools and chain them together for full visibility and improved operational efficiency.

Asset Management

Keeping track of your IT assets is easy with ScienceLogic's built-in asset management features. No matter where your workloads reside, our solution helps you manage them all.

Automatically extract or populate and synchronize information with a third party asset management or CMDB solution whether you use ScienceLogic's integrated asset management or a third party solution like ServiceNow®, BMC Remedy, and others.

Ticketing

Notify the correct teams and resolve problems faster with ScienceLogic's automated ticketing system. Open, update, and close tickets automatically in your service desk solution—whether you use ScienceLogic's integrated ticketing or a third party solution like ServiceNow®, BMC Remedy, and others.

Who are our customers?

ScienceLogic provides solutions to three primary market segments:
- Commercial Enterprise
- Federal Government
- Managed Service Providers

Government Clients
- **A large government consulting firm's** cloud first initiative led to consolidation and reduction of multiple core infrastructure and monitoring tools. With ScienceLogic, they

are monitoring double the infrastructure, while freeing up 61% of their current tool administrators to new projects. They have achieved over $200K in annual cost savings by displacing CA, BMC, and IBM tools.

- **NASA JPL** consolidated legacy monitoring framework management systems for their data center infrastructure into one single platform; added automation and increased role-based visibility for their user base, and reduced down time. The platform is fully integrated with VMware and AWS via the Open REST API and built-in monitoring policies.

- **National Oceanic and Atmospheric Administration** (**NOAA)** monitors everything from Cisco Network Devices to compute, storage, and web site infrastructure including F5 load balancers for over 200 sites.

- **Pentagon Enterprise IT Services Directorate (EITD)** combined their legacy data center and network infrastructure with the newly developed Internal Cloud to deliver complete service views to multiple organizations. They avoided shutting down their network due to a bug in Adobe flash through the ease and speed of finding root cause with ScienceLogic.

- **UK Skyscape Cloud Services** supplies mission critical public services to the UK (e.g., GOV.UK, Ministry of Defense) through the G-Cloud Framework initiative. They have nearly quadrupled in size, deploying new services and adopting new technologies such as VBlock, while maintaining low overhead.

- **US Mint** monitors service health and performance, QoS metrics, and SLA compliance for networks, load balancers, and more. They have fully deployed the platform for disaster recovery (DR), continuity of operations (COOP), and built-in ticketing.

Commercial Clients

- **Hughes** streamlined processes for event management and the way they monitor services: reduced false alarms by 40% on 121K devices under management; imported MIB files & started monitoring custom apps right away; significantly reduced time/cost of tool patch/upgrade, admin and training.

- **Kellogg's** cloud first initiative led to parallel efforts to renovate their core infrastructure and monitoring tools. With ScienceLogic, they have achieved over $2M in annual cost savings and reduced the staff required to maintain their monitoring tools by 80% while managing 500% more infrastructure.

- **Global athletic retail company's** next generation data center project allowed them to reduce events by 50% and incidents by 30%, as well as deliver enterprise-wide service visibility for critical product launches to all stakeholders, so they can ensure service quality, response times and support.

- **Global high tech company** is consolidating and virtualizing their data centers and NOCs for the enterprise and so far, has reduced its toolset from 35 to less than 12, resulting in significant cost savings and increased staff productivity. At present, they are implementing SDN with Cisco ACI.

What problems we solve?

Historically, IT has been organized by technology silos. The network team had network tools, the server team had server tools, the storage team had storage tools. Operations used a completely different set of tools. This resulted in a very fractured and inefficient management approach. As technology silos converge, this silo approach will become increasingly problematic.

ScienceLogic provides a single platform to monitor and manage network, storage, and compute resources across the data center and the cloud. This multi-technology, multi-vendor, multi-cloud approach is the ideal solution for a complex IT environment.

Hybrid IT

Monitor technology across any combination of physical, virtual, private and public cloud environments in a single console. Correlate data and events across technology, vendor and platform to quickly identify service impact and diagnose root cause.

Multi-technology

Monitor network, storage, compute, and cloud in a single platform. Correlate data and events across technology to quickly identify service impact and diagnose root cause.

Multi-cloud

Monitor across multiple public and private clouds to provide a single holistic view, including: Amazon AWS, Microsoft Azure, IBM SoftLayer, vCloud Air, OpenStack, and more.

Multi-vendor

It is common to have multiple different vendors for similar technology. For example, many organizations have storage solutions from several different providers (e.g., EMC, NetApp, Nutanix, Pure, AWS). Although each vendor provides management software, each tool produces a fractured view of the overall storage picture. Since each vendor collects data according to their own standards, the information presented in their tools is inconsistent and requires manual interpretation. For example, one tool might show % disk used and another megabytes of disk used.

This is also true of network gear, virtualization, cloud providers, and other technology stacks. A first step towards building an agile and efficient operations environment is to consolidate visibility away from individual data silos and into a unified, multi-technology, multi-vendor platform.

Multi-team

Provide a single view for multiple IT teams: server, network, storage, application, operations, and cloud. Use ScienceLogic to reduce finger-pointing and the expensive war-room approach to troubleshooting. Allow all teams to start with a "single-source-of-truth" and quickly drill into domain specific analysis.

Cloud Migration Planning

The migration of existing applications and workloads to the cloud can be challenging. What should you move and how should you size the new environment? Mistakes can cause outages, poor performance, or expensive over-provisioning.

Leverage ScienceLogic's "Cloud Migration Reports" to mitigate the risks and speed the migration planning process.

Tool Consolidation

The multi-technology, multi-vendor, multi-cloud nature of ScienceLogic provides an opportunity to reduce the number of silo tools and reduce the complexity of IT operations.
- Consolidate – reduce tool overlap and gaps
- Integrate – aggregate data from external sources
- Automate – streamline processes and workflows

It is common for new ScienceLogic customers to replace 7-10 legacy tools as part of an operational deployment.

Shared Services

ScienceLogic is multi-tenant at its core. This allows organizations to securely manage multiple client organizations with a single, automated management platform. Maintain strict data separation. Provide client-specific dashboards and reports with ease. Automate the process of on-boarding and operating new tenant organizations.

Capacity Analytics

ScienceLogic provides built-in capability to project capacity needs into the future. Using sophisticated best-fit analytics, quickly project future capacity needs for compute, network and storage. Avoid problematic under provisioning or costly over-provisioning.

What ScienceLogic monitors?

Compute

Now you can see every compute resource, everywhere. Adopt the latest hypervisor, cloud, and converged technologies without sacrificing management visibility. Get deep visibility into *all* of your server infrastructure—hardware, hypervisors, operating systems, services, and more—so

you can see how well they are performing and be confident of finding and fixing issues with ease.

- Cloud: **AWS, Azure, IBM SoftLayer, OpenStack**, etc.
- Hypervisors: **VMware, Hyper-V, Citrix XenCenter & XenServer, KVM, Nutanix**, etc.
- Operating Systems: **Windows, Linux, Unix**, etc.
- Hardware: **Dell, HP, Cisco, IBM**, etc.

Network

Now you can see every network resource, everywhere. Adopt the latest technologies without sacrificing management visibility. Get global visibility across your entire network infrastructure—WAN, LAN, SDN, routers, switches, firewalls, and more—so you can see how well your network is performing and be confident of finding and fixing issues with ease. Vendor support includes: **Cisco, Juniper, F5, Riverbed, VMware**, etc.

Storage

Now you can see all of your storage layers, everywhere. Invest in the latest technologies without losing management visibility. Get deep visibility across all of your storage assets—**EMC, Vblock, NetApp, FlexPod, Nutanix, Pure, SolidFire, cloud**, and more—so you can quickly see if they are impacting performance of your critical IT services.

Public/Private Cloud

Now you can see anything anywhere. Whether on- or off-premises, reap the benefits of cloud without sacrificing management visibility. Get deep visibility into **AWS, Azure, SoftLayer**, and more so you can see how critical workloads are performing and rest assured the cloud is doing its job.

Applications

Monitor business applications from vendors like Microsoft, Oracle, SAP, etc. Monitor for service availability, response time, and other KPIs.

Unified Communications

Now you can see all of your unified communications, everywhere. Adopt the latest technologies without losing management visibility. Get global visibility across your entire voice, video, and unified communications systems—**Cisco, Polycom, Lifesize, Microsoft**, and more—so you can keep your systems and services up and running, and your users connected.

Custom Infrastructure

With over 1,500 free PowerApp monitoring applications—organized by functionality into *PowerPacks*—we help you monitor just about everything in your environment. If ScienceLogic doesn't monitor a technology out-of-the-box, you can easily **build your own PowerApps** in minutes to monitor your custom equipment and applications using the built-in editor.

Emerging technologies

Information technology is advancing at a relentless rate. Emerging technologies like: Software-Defined Networks (SDN), Software-Defined Data Centers (SDDC), containers, hyperconverged infrastructure and Internet of Things (IoT) are quickly becoming mainstream. ScienceLogic works closely with our technology partners to stay on the forefront of monitoring these technologies. Vendor support includes: **Cisco ACI, Docker, FlexPod, Vblock, Cisco HyperFlex, Nutanix,** and more.

Security

ScienceLogic is built on a highly secure platform. The underlying operating system is completely locked down and all communication is fully encrypted. ScienceLogic is deployed in some of the most secure networks throughout the government and commercial sectors.

DoD UC APL

ScienceLogic is named on the U.S. Department of Defense (DoD) Unified Capability Approved Products List (UC APL). As the first complete end-to-end IT infrastructure monitoring company ever to conform to the DoD's rigorous security and interoperability standards, government agencies can now purchase and implement ScienceLogic's IT infrastructure monitoring products on an expedited basis, and dramatically mitigate their network management challenges.

CAC

ScienceLogic fully supports DoD Common Access Card (CAC).

Architecture

ScienceLogic's hybrid IT monitoring platform is designed to accommodate your needs. From central administration to high availability and disaster recovery, flexibility is in our DNA. Whether you are monitoring hundreds of devices or millions of devices, we've got you covered.

Agentless

ScienceLogic does not require agents. It utilizes multiple remote techniques to collect data about the infrastructure, its configuration and the relationships between devices. It leverages native APIs and combines that data with data polled via PowerShell, WMI, SNMP, CLI and many other sources.

Physical/Virtual Appliances

ScienceLogic offers very flexible deployment options. The platform is delivered as a self-contained Virtual Machine image that can run in the cloud, as a VM, or on dedicated hardware. As the environment grows in scale, additional virtual collectors can be deployed to cover

additional infrastructure or geographic regions. Everything is centrally managed and accessed through a single Web interface.

SaaS

ScienceLogic can be provided as a Software as a Service (SaaS) solution. In this configuration, all maintenance and administration of the platform is managed by ScienceLogic.

High Availability and Disaster Recovery

The ScienceLogic platform has options for both Disaster Recovery and true High Availability deployment. Options for redundancy are available at all levels of the architecture to ensure uninterrupted operations.

Multi-tenant

ScienceLogic was built from the ground up with multi-tenancy in mind. It is designed to be able to manage 100s of separate client organizations on a single platform. Data is fully partitioned and secure. Configurations can be applied to a single user, organization, or across the board to all client organizations achieving efficiencies of scale.

Role-based Access

Users can be assigned to specific roles that control what they can see and what they can do within the product.   Different views and features can be shown or hidden based on the settings for each role. Roles can be defined once and applied to many users (e.g., operator, executive, network team, storage architect).

Single Sign-On (SSO)

ScienceLogic fully supports Single Sign-On

Scalability

Small

ScienceLogic can support smaller environments with 100s to 1000s of devices with a single all-in-one deployment.

Large

As environments grow, ScienceLogic can grow as well. By distributing multiple collectors across the network, ScienceLogic can support environments with 20,000-40,000 devices.

Massive

With its horizontal scalability and Global Manager, ScienceLogic can support environments with millions of devices.

Integration with the broader IT Ecosystem

Automation is key. It is common for ScienceLogic to be part of a larger IT Ecosystem. The platform has built-in integrations with many common tools within ticketing, APM, NPM, log management, and more.

Our strategic technology partners include: **Amazon Web Services**, **Cisco**, **Microsoft**, ServiceNow, VMware, Citrix, NetApp, Nutanix, SolidFire, VCE, LayerX, LogicVein, New Relic, Pager Duty, xMatters, Equinix, and more.

It is common for clients to integrate ScienceLogic with tools like Splunk, BMC, ServiceNow, orchestration tools like Puppet and Chef, and other management tools.

Custom integration is easy. With our **open API** and powerful automation engine, it is easy to create new data feeds, integrations, and workflows.

Who we compete against

"Big 4" replacements

It is common for ScienceLogic to be used to replace IT Operations Management tools (ITOM) from legacy vendors like BMC, CA, HP, and IBM. Their complex suites and legacy architectures make them difficult to manage and operate. ScienceLogic provides a modern, unified platform that can dramatically increase efficiency, flexibility, and agility over the "Big 4".

"Point" monitoring products

The industry is full of "point" monitoring tools. Most organizations have several "point" tools that are not integrated and provide overlapping functionality. Products like CA Nimsoft, Solarwinds, SMARTS, ManageEngine, Zenoss, Nagios, are some examples of point tools that ScienceLogic can replace.