ScienceLogic

FEDERAL
U.S. Government Agency

Case Study

ScienceLogic Transforms IT Operations Culture Through The Data Center Optimization Initiative (DCOI) and Yields $3.15M in Annual Savings

U.S. Government Agency enhances new, world-class data center using the ScienceLogic SL1 Automation Engine for AIOps

This U.S. Government Agency develops and enforces regulations; provides grants to state programs, non-profits, educational institutions and others; and conducts scientific research. It has 100 facilities nationwide grouped in 10 regions. Each region had its own local Data Center, applications, tools, and processes.

Challenges

- Managed over 700 apps, 1500 servers (93% VM) and represented 10 regions with their own Data Centers, applications, monitoring and alerting tools and processes with no standardization requirements
- Agency wanted "buy-in" from the regions to migrate to a New CIO sponsored "green" Data Center
- Meet Agency's objective to transform IT systems to reduce operating costs

ScienceLogic Solution and Results

- Leveraged a trusted partner with ScienceLogic at the center of their IT ecosystem, enabling the Agency to see, contextualize, and proactively act on IT operations data
- Improved IT management visibility for internal and external customers using customized dashboard and a secure, multi-tenant platform that enabled regions to maintained autonomy and control
- Faster recognition of problems with a greater understanding across the entire IT environment
- Integrated mission-critical applications and provided end-to-end visibility and knowledge of the entire IT ecosystem through "a single pane of glass"

> "ScienceLogic changed our IT culture. It helped us break down organizational silos and operate more effectively and transparently."
>
> *IT Architect, U.S. Government Agency*

Results

$3.15M
Saved

$3.15M in annual productivity savings

92%
Reduction in Tools & Staff Hours

Reduced the need for 20 system adminstrators to 1.5 admins

90%
Elimination of DCs

Reduced number of data centers from 10 to 1 world-class data center

Business Challenges

Decentralized

The decentralized nature of the Agency's IT environment included no enforcement of using the same tools across 10 regions. Data centers, applications, tools, and processes were implemented across ten separate geographic locations. Data and operational silos emerged because each region wanted control to be closer to local stakeholders.

Consolidation

The Agency's new CIO sponsored a "green" Data Center Consolidation Initiative (DCCI) that served as catalyst for the vision of the Director, IT Architecture & Planning, to create a Shared Services model to reduce and/or eliminate duplication Agency-wide.

Culture Shift

In spite of a siloed IT culture, and movtivated by DCCI, the Director decided to build a world-class data center using best-of-breed tools. This "build it and they will come" approach brought a Shared Services model the regions could use without impacting their budget. This bridged the cultural divide across the Agency's IT operations nationwide.

Why ScienceLogic?

ScienceLogic provided a multi-tenant platform to enable an Agency-wide shift to a new Shared Services model that reduced redundancies and costs. ScienceLogic and its partner broke down silos, solidified relationships between architects and IT operations, and improved IT visibility by providing a greater understanding of the entire IT environment for all stakeholders. It also enabled regional IT staff to maintain autonomy and control.

20 to 1.5

IT Admin Staff

Greater operating efficiencies
Labor cost reduction

$3.15M

Reduced Costs

Annual productivity savings by reduction in staff

90%

Data Center Consolidation

Significant savings of operating and capital expenditures

ScienceLogic is a leader in IT Operations Management, providing modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its solution sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.