



# ScienceLogic

# Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

---

## Review by a Real User

Verified by IT Central Station



Senior Network & Datacentre Ops Eng at a comms service provider with 10,001+ employees

**it\_user200604**

### **WHAT IS MOST VALUABLE?**

Registry information for better inventory pull information Event information to granular level Adding support/KB notes to events

### **HOW HAS IT HELPED MY ORGANIZATION?**

Improved network infrastructure monitoring which reduces any unplanned outages.

### **WHAT NEEDS IMPROVEMENT?**

Need to have a better export data/copy to clipboard option to transfer the data to do more analytics on the events/trends/graph.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

I've used it for two years.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

Error information doesn't have a good information if something goes wrong while doing a device discovery (I tried this a while back- couldn't be more specific).

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

Never got to know since we have two to three instances running.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service: I haven't needed to call them. Technical Support: I haven't needed to call them.



[Read 1 reviews of ScienceLogic](#)

**WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

Yes, and we switched because it had a heavy GUI and was impossible to suppress certain events.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

In-house.

Learn more: [Read 1 reviews of ScienceLogic](#)