



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



PankajSoni

Sr. Consultant at a tech services company with 10,001+ employees

WHAT IS OUR PRIMARY USE CASE?

This tool is the combination of ITSM and EMS.

HOW HAS IT HELPED MY ORGANIZATION?

My organization would like to see the following improvements to ScienceLogic: ScienceLogic should provide detailed documents to customer as the current documents are not sufficient. They should add CLI command modes and scripts for high performance.

WHAT IS MOST VALUABLE?

Its ITSM and EMS combination is really amazing. There is no need to purchase two products, one for ITSM and a second for EMS/NMS.

WHAT NEEDS IMPROVEMENT?

They should include chat support, like Zenoss. The ScienceLogic support team takes too much time.

FOR HOW LONG HAVE I USED THE SOLUTION?

One to three years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We did face issues with its older version 8.1. We have not experience any fatal issues with EM7

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have never faced any issues with scalability. We are using this tools for approximately 50 customers.



[Read 1 reviews of ScienceLogic](#)

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

They should improve their support process.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

We used multiple applications for NMS. Now, we are using this tool due to its dual functionality.

HOW WAS THE INITIAL SETUP?

The initial setup is straightforward and very easy. Just mount its media and follow all the steps.

WHAT ABOUT THE IMPLEMENTATION TEAM?

With vendor team, we had a very good experience. I would rate them a seven out of 10.

[Read 1 reviews of ScienceLogic](#)