swish ScienceLogic

Case Study

Swish and ScienceLogic Increase Access to Essential Healthcare and Service Applications for Constituents and Employees

Agency experiences cultural shift in domain data center collaboration.

The Problem

A large U.S. healthcare agency was in the process of migrating 350 applications to an enterprise cloud environment when COVID-19 struck. This heightened the need for a solution to monitor and troubleshoot both it's cloud and on-premises environments because of the sudden requirement to support offsite work. They needed a solution that could support multi-cloud for both government cloud and commercial cloud providers and on-premises, delivering unified visibility enterprise wide while not disrupting continuity of operations. The cloud monitoring solution had to easily integrate with existing Application Performance Management (APM) tools that were working exceedingly well but did not provide the infrastructure visibility that they needed. They also had to integrate with ServiceNow and demonstrate operational efficiencies. Like many agencies they had numerous siloed IT tools and needed their teams to better collaborate.

The Solution

Initially the agency conducted extensive market research to determine what kind of solution they needed. Soon enough, they discovered that what they were facing was an Artificial Intelligence Operations (AIOps) situation. With data consolidated using AI and Machine Learning (ML), they could make better and faster decisions that benefited their constituents, infrastructure teams, and application teams. With the realization that AIOps was what was needed, they quickly narrowed the scope down to ScienceLogic and crafted an AIOps description into the solicitation.

This agency has a set of unique guidelines, dictated from the office of the CIO, that serve as the "north star" for operations. They were so confident in ScienceLogic that it was written into these guidelines, positioning it as an agency enterprise solution. An example of some of the requirements:

- Purpose built product that leverages sophisticated ML and AI algorithms on various data sources and types to detect incidents and identify root causes of problems
- When fully implemented and deployed, will provide an integrated presence on-premises and in the cloud which optimizes monitoring data flows and provides a high degree of resiliency
- Enables and orchestrates use of automation to reduce MTTR

Partnership

ScienceLogic had already gained deep insights from Swish on how procurement worked within the agency. When they solicited input on partnering from the agency itself, Swish was recommended and that sealed the deal. Swish had strong account knowledge, domain knowledge and were well respected in the industry as an expert in observability. Prior to ScienceLogic, Swish had spent considerable time educating the agency on how to differentiate frameworks and use observability combined with Site Reliability Engineering to solve problems. Swish had also worked with the agency on the procurement and implementation of their APM solutions which established a great deal of confidence.

Results

Prior to ScienceLogic, the agency had numerous outages and performance problems and an unsatisfactory Mean-Time-To-Resolution (MTTR). ScienceLogic helped the client cut their MTTR in half with full stack monitoring across data centers, AWS, Azure, and on-premises environments. In addition to the decrease in MTTR, ScienceLogic forced a cultural shift in domain data center collaboration. It facilitated conversations from an operational efficiency perspective that had never happened before.

One agency senior executive stated, "In 2021, the agency saw a significant MTTR decrease in application and systems from 4.91 days to 2.45 days on 225 critical systems and applications, 77 of which were COVID-critical applications. The result of this proven MTTR reduction was increased access to essential healthcare and service applications for our constituents and employees during the height of the pandemic."

Even during the proof-of-concept, ScienceLogic caught significant configuration and architecture issues. Things were not working as the agency had thought. They saw things that they could not previously see natively. It reduced the complexity of hosting a virtual network device inside a cloud, where it is virtually a service with numerous dependencies, that a typical network engineer would not know or understand.

Swish played an integral role in the implementation and ultimate success of the ScienceLogic AIOps solution including technical help-desk support, O&M support and AIOps-related professional services. These services included training, planning, implementation, management, optimization, and customization.

Summary

Today the agency has 100% cloud coverage as they move towards a sustained usage phase. They are looking at other data sources to include such as clinical data and data from bio-medical devices. Swish, as the prime contractor has four full-time-equivalents (FTEs) on site which is ten times less than many other enterprise solutions in the agency. From the beginning, the agency was sensitive to being forced to take on numerous FTEs so they are even more pleased with Swish and ScienceLogic.

50% **Healthcare agency cuts MTTR by 50% with full stack monitoring**

About Swish

Swish is a provider of technology solutions and engineering services to the U.S. Federal Government with a focus on high-quality outcomes for customers. Since 2006, Swish has delivered high-performance solutions and services to the Federal Government market ensuring that customer's digital service capabilities, performance, and security exceed expectations and requirements. Swish is a Service-Disabled, Veteran-Owned and HUBZone certified Small Business.