



How ScienceLogic helped ePlus grow its business after migrating to Cisco Unified Computing System™, an extensible platform offering a single repository for managed services

Business Challenge

ePlus Inc., a leading technology integrator and Cisco Gold Partner, saw an opportunity. They could expand their business by launching Cisco Managed Services. And their customers would benefit, too. Better support. Better service. And all on a Cisco platform. The potential upside of IT-as-a-Service (IaaS) was enormous: “If you’re a bank or a hospital, technology isn’t your core competency,” says Kevin Detsch, Vice President of Business Development for ePlus. “You want to free up your limited IT staff to focus on developing programs that are strategically relevant to your business.” IaaS enables organizations like these to outsource their hardware, servers and network components to a managed services provider (MSP) such as ePlus. In turn, ePlus can monitor and manage the organization’s IT operations on equipment that ePlus owns, houses, runs and maintains.

In the past, after customers’ networks were built, most had no choice but to invest in people and tools to ensure that, according to Detsch, “the green light stayed blinking on servers, routers, switches and other network devices. Today, IaaS offers these organizations a more efficient and cost-effective path.”

Recognizing that a robust IaaS offering would require a partnership with an experienced application provider, ePlus called on ScienceLogic, a registered Cisco Developer Network partner, to deliver an integrated IT monitoring and management system that would work in conjunction with ePlus’s existing technology, Cisco Unified Computing System™ (Cisco UCS). Cisco UCS and servers unify computing, networking, management, virtualization and storage access into a single integrated architecture. This unique architecture enables end-to-end server visibility, management and control in both bare metal and virtual environments, and facilitates the move to cloud computing and IaaS with Fabric-Based Infrastructure.

Executive Summary

ScienceLogic enabled ePlus to launch high value managed services around Cisco offerings including Cisco UCS. ScienceLogic’s state-of-the-art technology delivers a comprehensive platform that simplifies data center and cloud management for managed services providers like ePlus.

Business Challenge:

- Expand the e Plus business model to include IT-as-a-Service
- Create a world class service model to support the needs of the new ePlus business offering
- Ensure technologies could easily adapt to ePlus’ business growth

Solution:

ScienceLogic Smart IT software provides a highly automated, fully multi-tenant MSP operations platform for ePlus to rapidly launch new managed services for existing and new customers using Cisco offerings.

Business Results (ePlus):

- Enhanced business agility
- Reduced overall costs
- Expanded customer base

With unified model-based management, configuring hundreds of servers is as fast as configuring just one server – with lower cost of ownership and improved business continuity.

Cisco UCS Manager provides embedded management of all software and hardware components with Cisco UCS. Automatic server configuration and data center automation provide ideal support for cloud computing environments. With Cisco UCS Central, management can be extended globally to thousands of servers across multiple UCS domains and geographies. Most important, ScienceLogic offers a highly automated, multi-tenant monitoring and management tool that is integrated with Cisco UCS, providing a policy-based, compliant, validated, end-to-end platform for ePlus's managed services customers.

Solution

"The ScienceLogic platform tells us when there is a problem," says Detsch. "If and when an ePlus customer's system goes down, ePlus quickly identifies, isolates and remediates the issue. When a system update or a patch is required, ePlus handles it on behalf of the customer." In other words, banks can focus on banking, hospitals on healthcare, and manufacturers on their products while ePlus handles their entire IT infrastructures.

What's more, the Cisco UCS/ScienceLogic platform, comprised of pre-integrated monitoring and management functions that work seamlessly across the spectrum of IT operations, enables ePlus to add new servers as the need arises and integrate them in just minutes. This virtually eliminates operational and data silos.

Working in harmony, Cisco UCS and ScienceLogic enable a simple, consolidated tool for ePlus to run its customers' IT functions – monitoring, analyzing and maintaining myriad data centers and servers from a single pane of glass. The ScienceLogic system unifies computing, networking, management, virtualization and storage access into a unique, integrated architecture enabling server visibility, management and control.

Business Results

Together, Cisco UCS and ScienceLogic close the gap between IT and business needs by reducing the total cost of ownership. Easy to use, easily customizable and massively scalable, the ScienceLogic/Cisco UCS platform provides both comprehensive and simplified management across the spectrum of Cisco network gear and services. For users and customers this means enhanced business agility through just-in-time provisioning and mobility support for both virtualized and non-virtualized environments.

With ScienceLogic as a partner, ePlus successfully grew its managed services group enabling sales of the tool via hundreds of sales reps. The low hanging fruit was the existing customer base. As ePlus migrated to the ScienceLogic platform, many new customers were attracted.

In recognition for delivering outstanding customer service to customers in the United States, ePlus recently achieved a Customer Satisfaction Excellence Gold Star from Cisco.



"ScienceLogic enabled ePlus to rapidly expand our services and meet the needs of our customers. We could not have scaled as quickly as we did or brought in those customers as seamlessly without a primary application like ScienceLogic."

— Kevin Detsch, ePlus VP of Business Development



Product List

Cisco

Cisco Unified Computing System

- UCS B Series
- Nexus 5000

Unified Communications

- Unified Call Manager
- Unified Contact Center Enterprise
- Telepresence

ScienceLogic

- ScienceLogic Smart IT Management Platform

More Information

To find out more about the Cisco Partner Solution, go to:
<https://marketplace.cisco.com/catalog/products/1670> or call 800.724.5644



ScienceLogic is the platform of choice for hosting and managed-service providers, systems integrators and IT operations teams. Committed to providing a flexible management solution, ScienceLogic cost-effectively incorporates the important monitoring and management capabilities customers need for their data centers and the cloud.

10700 Parkridge Blvd
Reston, VA 20191

Tel: +1.800.724.5644
Fax: +1.571.336.8000

www.sciencelogic.com