UP AND RUNNING

## JOINS SCIENCELOGIC IN THE CLOUDS, NETWORK EXPERTISE A VALUABLE ASSET IN PARTNERSHIP

Lost in the Clouds

"The IT cloud has rolled in, and it's fair to say, many organizations are still trying to find their way through the fog," reads the opening line of a ScienceLogic blog post.

Fortunately for IT departments, ScienceLogic offers a fog light of enormous luminosity. "Cloud computing might be a threat to some of the biggest IT vendors around, but it's turning other companies into the next Goliaths, take ScienceLogic for example," observed Business Insider in 2016.

In an age of expanding use of networks and the proliferation of the Internet of things, Forbes magazine noted a recent survey of IT managers that found that less than one-third of respondents felt they had the visibility and control needed to manage and assure security. ScienceLogic stepped into this scenario with a solution of the highest order: EM7, a platform that discovers, documents, and monitors components and devices on a network. EM7 provides a wide array of dashboard metrics, customized to the needs of the IT management team as it works to monitor and adjust performance of workloads across private and public clouds. Managing and securing these diverse resources is a mounting challenge in the IT operations management (ITOM) realm, one that ScienceLogic answers.

Rather than a disparate box of tools, ScienceLogic provides a whole platform with complete monitoring, total Amazon Web Services visibility, and over 1,000 dynamic management apps included, while allowing users to develop proprietary metrics to measure the utilization, efficiency, and effectiveness of their IT components.
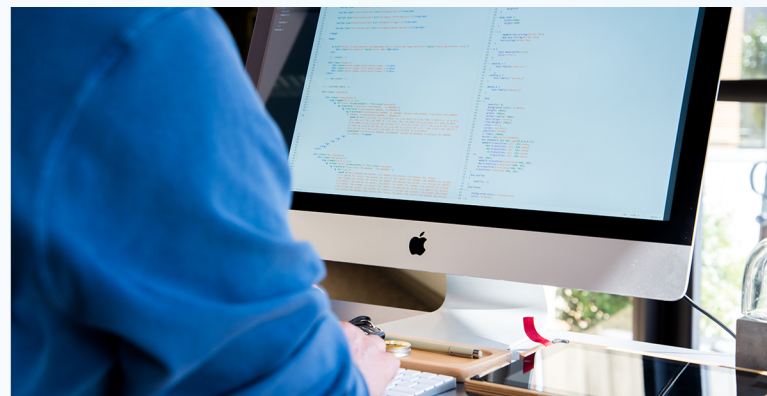
Unique in this space, EM7 is able to discover and map the complete structure of an IT network without the long and tedious manual identification of devices. Combine this with its monitoring function and flexible means of instrumentation and EM7 provides a single viewpoint across the hierarchy of devices, being both predictive and reactive with issues such as available drive space, doing the monitoring itself and proactively advising where human action is needed. In short, EM7 allows you to manage your IT universe through a single interface.

EM7's flexibility is achieved in part through PowerPacks, or packages of applications known as PowerApps, that are both out-of-the-box and custom integration tools to further extend your monitoring and reporting capabilities. There are scores of ready-made PowerPacks, featuring hundreds of PowerApps in total. An example is the XenCenter PowerPack, for use with Citrix XenServer, which models one's XenServer infrastructure and increases visibility into the aspects and health of the environment. Myriad other PowerPacks are available for use with Amazon Web Services, Microsoft, Oracle, GoGrid, Google, and more.

With revenues reflecting the success of its approach, ScienceLogic, founded in 2003, tripled its growth year-over-year by 2005, with triple-digit growth from 2005 through 2007. By the mid-2010s the concept was so well validated that four funding rounds generated $84 million to fuel expansion.

Named by Business Insider as among the "hottest under the radar startup to watch in 2017" and chosen by Northern Virginia Technology Council as the 2016 Tech Company of the Year under $50 million in sales, it would seem ScienceLogic is itself cloud-bound, already boasting such end users as AT&T, Boeing, the US Army, the US Department of Transportation, Cisco, and Kellogg.

The Up and Running Role

"Our systems and networking experience allowed us to address their specific needs at that time," offered Ian McKilligan, CEO of UAR.

Up and Running Software (UAR) joined the fray in 2010 at the behest of Chris Cordray, who was the CTO of ScienceLogic from founding to 2012 before he moved on to found the innovative development group Opsfire. (Opsfire specializes in complete service automation, serving hundreds of clients including ScienceLogic and ServiceNow.) With an audacious growth curve looming ahead, Cordray knew that the local pool of talent was not going to meet his needs, and a search began. Through conversations with the UAR team, it was clear that Up and Running had both the skills and the ability to scale that Cordray was seeking to move ScienceLogic where it needed to go in the near term before settling into a more in-house approach.

"Our systems and networking experience allowed us to address their specific needs at that time," offered Ian McKilligan, CEO of UAR. Started in 1995 as a systems company, with founder and CTO Pete Hanson previously doing system support for an ISP, UAR offered a powerful combination of software development and systems management that is rare. Additionally, UAR's decentralized approach provided a cadre of experienced programmers from both within the US and overseas that could be brought to bear during periods of peak demand without a dilution of talent.

In addition to technical competency itself, Cordray valued Hanson's ability to convey technical details, both in layman's terms and not, as well as the team's fast response time. This unique combination fit Cordray and ScienceLogic's needs at that stage of the company's development and fueled their partnership for three years.

The UAR team built features or components of PowerPacks, essentially plug-ins for EM7 providing different capabilities such as report generation and device and metric capture. These PowerPacks became part of a cafeteria approach to an end user's implementation of EM7. Much of the work was low-level programming creating interfaces for hardware that were not designed for such. UAR also performed low-level work with Amazon Web Services, creating interfacing and monitoring capacities, a pioneering activity in 2010.

A Tale of Tech Teamwork

"While we work with businesses from all vertical markets, ScienceLogic is a tech-heavy company and we enjoyed working with people who work in the same space as us, we speak the same language," Pete Hanson recalled fondly of the experience. UAR seeks opportunities to work with customers who want it to be part of the software development team, whether for short-term projects or the long haul. "We felt very much a part of the development team and enjoyed the opportunity to contribute to the growth of such a remarkable success story."

About Up and Running

We partner with clients to solve important technical problems by building, implementing, and servicing complex software solutions for customers of any size in any industry.

Started in 1995 while founder Pete Hanson was a sophomore in high school, Up and Running Software began as a technical services firm and evolved into a developer of custom software solutions. Customer happiness and open communication have been the focus since day one, plain and simple, resulting in long-term relationships with any type of client, from non-profits to startups to the Fortune 10. Thanks to this mindset, Up and Running is fortunate to have served an impressive array of clients, including giants such as General Electric (GE), Henry Schein, Sanofi, and Hearst, as well as venture-backed startups at every phase, from formation to growth.

Its over two decades of custom software development, legacy system support, and migrations drive the engines of solutions that thousands of businesses and millions of people rely on daily. That experience has resulted in hands-on depth in most software development stacks, from the command line systems in the back office to ones that gracefully handle any screen size worldwide. A commitment to QA and process improvement drives scalable results, producing long-term software assets with high ROI. Up and Running's work passes FDA & DEA audits, rolls up global treasury data, manages nuclear assets and railroads, delivers vaccines, and enables neuroscientists and researchers.

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Let us know your preference, and we'll connect you with either a technical architect directly or a non-technical sales representative.