LogicMonitor

Tecala Fast-Tracks Managed Services Transformation with LogicMonitor in 90 Days

Tecala, a leading Australian managed services provider, set out to modernize its monitoring environment to better support scalability, customer onboarding, and operational efficiency.

tecala

INDUSTRY

Managed Service Provider

PRODUCTS

LM Envision

Core

Cloud

CHALLENGES

+ High labor overhead from managing legacy monitoring systems

+ Inefficient customer onboarding that slowed time-to-value

+ Limited scalability due to on-prem infrastructure constraints

KEY OUTCOMES

70% Faster Onboarding:
Accelerated time-to-value for clients

20% Engineering Time Reallocated:
Freed resources for strategic work

Infrastructure Reclaimed:
Legacy systems repurposed for innovation

Previously reliant on a legacy on-premises solution, the firm faced infrastructure constraints, high manual workloads, and slow time-to-value for new customers.

To overcome these limitations, Tecala adopted LogicMonitor Envision, a SaaS-based observability platform.

Within 90 days, Tecala completed a full migration to LM Envision, unlocking immediate gains across infrastructure efficiency and engineering productivity. Legacy resources were reclaimed, 20% of engineering time was reallocated to higher-value initiatives, and onboarding time for new customers dropped by 70%—setting a new standard for service excellence.

Ben Leggo, COO at Tecala, said:

> *Before LogicMonitor, our team was tied up in manual processes and slow onboarding. We needed a way to grow efficiently while improving service outcomes."*

This rapid 90-day deployment was driven by dedicated support from LogicMonitor's customer success team, including a Customer Technical Architect who ensured alignment between technical execution and business goals. LM Envision's automated discovery, agentless monitoring, and pre-built integrations (including Azure and ServiceNow) also streamlined setup and migration.

The switch also laid the groundwork for several strategic initiatives that will continue to drive transformation. These include ServiceNow integration to refine the CMDB and enable usage-based billing, and the adoption of LogicMonitor's agentic AI product, Edwin AI to streamline incident response. Looking ahead, Tecala plans to embrace agentic AIOps by adopting Edwin AI to further streamline incident response and reduce alert noise—positioning the team to anticipate issues before they impact performance.

CHALLENGE: SCALING MANAGED SERVICES WITH LEGACY CONSTRAINTS

Before implementing LM Envision, Tecala faced:

+ High labor overhead from managing legacy monitoring systems

+ Inefficient customer onboarding that slowed time-to-value.

+ Limited scalability due to on-prem infrastructure constraints

WHY TECALA CHOSE LM ENVISION

Tecala needed a solution that could:

1. Eliminate infrastructure management
2. Automate onboarding processes
3. Support long-term AI and ITSM integration goals

After evaluating various platforms, Tecala selected LogicMonitor for its observability platform thanks to the following capabilities of LM Envision:

- SaaS Architecture: Eliminated on-prem resource burden

- Intelligent Collectors: Reduced manual configuration and upkeep

- Integration Readiness: Enabled roadmap alignment with ServiceNow and Edwin AI
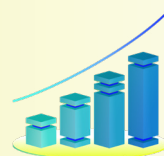
With LogicMonitor's multi-tenancy capabilities, MSPs like Tecala gain complete visibility and control across all customer environments from a single platform—without compromising data separation or security. Built-in role-based access controls and customizable dashboards helped Tecala deliver personalized, high-value services while maintaining strict data boundaries. Coupled with enterprise-grade security practices and certifications LogicMonitor empowered Tecala to scale confidently, onboard clients faster, and operate more securely while exceeding SLAs.

THE IMMEDIATE IMPACT OF LM ENVISION

After deployment, Tecala realized:

70% **FASTER ONBOARDING:** Accelerated time-to-value for clients

20% **ENGINEERING TIME REALLOCATED:** Freed resources for strategic work

INFRASTRUCTURE RECLAIMED: Legacy systems repurposed for innovation

What's next?

With the LogicMonitor migration now completed, Tecala is now preparing to:

The next phase of Edwin AI adoption will focus on:

+ **Deploy Edwin AI:**
  Reduce alert noise and automate resolution

+ **Integrate with ServiceNow:**
  Enable billing transparency and automation

+ **Enhance Strategic Services:**
  Free engineers to focus on innovation and security

> " Our goal is not just to manage incidents, but to predict and prevent them. LogicMonitor is a key partner in making that happen."
>
> **Ben Leggo,** *COO, Tecala*

Why this matters for MSPs

Tecala's experience illustrates the benefits of a modern observability platform that scales with business growth while unlocking internal efficiencies. With measurable ROI already realized and agentic AIOps initiatives on the horizon, Tecala is positioned to deliver even greater value through intelligent operations.

Their experience highlights how managed service providers can modernize operations, improve customer experience, and unlock growth with AI-ready observability platforms.

• Reduce manual overhead

• Improve customer onboarding speed

• Scale operations without linear cost increases

ABOUT TECALA

Tecala is a leading Australian IT services and consulting firm offering Managed Services, Cybersecurity, Strategic Advisory, and Digital & Data Transformation solutions. Its customer-first approach and commitment to innovation have earned it industry-wide recognition.

ABOUT LOGICMONITOR

LogicMonitor® offers hybrid observability powered by AI. The company's SaaS-based platform, LM Envision, enables observability across on-prem and multi-cloud environments. LM helps IT and business teams gain operational visibility and predictability across their technologies and applications to focus less on troubleshooting and more on delivering extraordinary employee and customer experiences. For more information, visit www.logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.

See LM Envision for yourself.

REQUEST A DEMO

LogicMonitor

logicmonitor.com