

PagerDuty gains reliable, scalable analytics solution to help its 19,000 customers deliver better digital experiences



Challenge

Founded in 2009, PagerDuty has grown rapidly and is now a leader in digital operations management. More than 19,000 customers across the globe rely on PagerDuty to deliver a better digital experience by identifying issues and opportunities in real time and bringing together the right people to fix problems faster and prevent them in the future.

As an innovative tech company that processes billions of events to support its customer use cases, PagerDuty relies on real-time data to understand performance—from the platform’s core infrastructure to several hundred microservices running in AWS to efficiently manage customer inquiries and support operations. Data intelligence is essential for PagerDuty to deliver on its SLA commitments for a high-quality customer experience.

With the desire to gain operational insights, PagerDuty chose a traditional log monitoring solution. The vendor proved unreliable in supporting PagerDuty’s significant data ingestion volume, which introduced gaps in historical data. The inability to dynamically scale with PagerDuty’s business needs created an untenable situation. PagerDuty no longer had confidence in the quality and accuracy of its query search results. Ultimately, the company concluded that the vendor wasn’t serving its needs.



Solution

PagerDuty selected Sumo Logic—a reliable and scalable cloud-native solution—to provide much-needed operational insights. “We engaged Sumo Logic’s professional services team to assist with an accelerated migration to the platform. With that hands-on support, we completed the migration in three months. The customer service from Sumo Logic during that effort was fabulous, and we continue to receive the highest quality service that sets the standard to which we compare other vendors,” said David Bresci, senior manager of site reliability engineering (SRE) at PagerDuty.

Company

PagerDuty

Industry

Technology

Environment

Amazon Web Services

Sumo Logic Products

**Application Observability
Infrastructure Monitoring**

Use cases

**Application Modernization
Digital Customer Experience**

Results

Eliminated scalability and outage issues

Enhanced visibility with reliable data ingestion of 3 TB per day and spikes to 9 TB per day

Gained essential insights across core infrastructure and hundreds of microservices

Increased efficiency to troubleshoot development issues faster

Enabled website application performance monitoring to meet SLOs

Results

From the onset, PagerDuty unlocked the power of Sumo Logic's observability with data analytics and dashboards.

Visibility that improves customer experience and mitigates risk

Sumo Logic's monitoring and custom dashboards provide PagerDuty with visibility across developers, support, and security teams. There are 400 users who rely on the Sumo Logic platform for daily searches and inquiries, making it fast and efficient for team members to troubleshoot development issues and rapidly respond to customer support cases.

The development teams use insights from Sumo Logic to understand how code changes are impacting the platform and the customer experience. They rely on baseline data to understand what the standard performance for the microservice should look like. Leveraging Sumo Logic during an incident response effort, the team has a library of troubleshooting queries and pre-built dashboards at their fingertips to assess if a microservice performance is improving or not, which streamlines the process for engineering to resolve development issues in a pinch.

"Sumo Logic is our go-to tool when there's a critical need. We rely on it heavily for our customer inquiries and incident response efforts, especially when we have an urgent issue. With Sumo Logic, we get fast, accurate insights and meaningful visibility that allow us to quickly dig into the details to understand what's happening. As a result, we're empowered to make agile decisions to address issues, which reduces our risk and improves customer experience," said Kalpesh Patel, director of infrastructure services at PagerDuty.

Scalable, central data source for all desired teams

With a robust data analytics solution, PagerDuty can now focus on continuously improving the scalability of its applications and services. The company uses a self-service ownership model where teams can provision their own resources to achieve their objectives. Using the self-service model with Sumo Logic's cloud-native platform for reliability and security, PagerDuty has a highly scalable solution that readily supports each team's data ingestion and dashboard needs.

"Since adopting Sumo Logic, we've never had to worry about the platform's cloud infrastructure or if it will scale to our data volumes. Sumo Logic is so reliable it readily manages any planned or inadvertent ingestion spikes like one that tripled our logging

data to 9 TB a day. In terms of performance, reliability, and quality of service, I'm 100% convinced we made the right choice in Sumo Logic," added Bresci.

Implementing use cases for application performance monitoring

PagerDuty recently expanded its usage of the Sumo Logic platform to include service level management. For its first use case, the company is monitoring its frontend website availability to ensure visitors can access it successfully.

"Sumo Logic's application performance monitoring lets us measure the availability of our website to understand if visitors are getting through or if they're getting a 500 error. This allows us to see our error budget and how the website experience is trending over time, and at a larger scale, we can ensure that we're meeting our desired service level objectives," said Bresci.

High-quality customer service

Choosing Sumo Logic has been a positive experience for PagerDuty where the team feels fully supported. "I've managed a lot of vendor relationships and, generally, they're very transactional. That's not the case with Sumo Logic; it's more of a partnership. Sumo Logic is supportive, and they proactively engage us and look out for our best interest. It's night and day in comparison to other vendor experiences," said Patel.

About Sumo Logic

Sumo Logic, Inc. (NASDAQ: SUMO) empowers the people who power modern, digital business. Through its SaaS analytics platform, Sumo Logic enables customers to deliver reliable and secure cloud-native applications. The Sumo Logic Continuous Intelligence Platform™ helps practitioners and developers ensure application reliability, secure and protect against modern security threats, and gain insights into their cloud infrastructures. Customers around the world rely on Sumo Logic to get powerful real-time analytics and insights across observability and security solutions for their cloud-native applications. For more information, visit www.sumologic.com.

