

# AI-powered Log Analytics Platform for online gaming companies

Get the insights to ensure a great player experience and game performance

Companies in the gaming industry must continually innovate and release new software to give gamers a fast and reliable experience without compromising players' information. Sumo Logic helps organizations reduce the time to detect, identify, and resolve operational and security issues in their gaming platforms, boosting player retention and expansion.

## Challenge

### Lack of visibility increases the time to resolve problems

A common challenge regardless of whether the gaming platform runs on-premises or in the cloud is that the telemetry needed to diagnose and troubleshoot problems is scattered across distributed systems. This forces DevOps teams to jump between systems to collect the right data. Even if the data is centralized, it can take a long time to correlate the information to find the root cause, which increases mean time to identify (MTTI) and mean time to resolve (MTTRs). This problem grows exponentially with modern infrastructures that rely on hundreds of microservices.

Companies need a centralized view of development, security, and operational issues across their entire technology stack. Organizations need a unified approach to DevSecOps to help cross-functional teams diagnose and troubleshoot issues faster, and reduce interruptions and downtime.

### Scalable investigation

Traditional monitoring tools can help detect what is wrong, but they fall short of helping to determine where the issue happened and why. Games produce a large volume of logs that need to be analyzed and correlated to determine why a failure occurred. Gaming companies need tools that help them analyze terabytes of log data in minutes, not hours, and correlate them to identify the failing components faster.

### Robust CI/CD pipeline to support rapid software releases cycles

To innovate at the speed players demand, companies must rely on an uninterrupted software development cycle and CI/CD pipeline, otherwise game updates and releases would be delayed. In many cases, developers end up monitoring and troubleshooting the CI/CD pipeline themselves, which takes time away from working on critical revenue-driving game features and releases.

### Built with a security-first principle

Gaming companies are entrusted with players' sensitive data that must be safeguarded, including birth dates, email addresses, and geolocation data. Companies must have a resilient security posture while demonstrating compliance with regulations such as General Data Protection Regulation (GDPR), the Children's Online Protection Privacy Act (COPPA), or PCI. With the threat landscape evolving at an unprecedented rate, companies need a tool that helps them keep pace with the volume and sophistication of modern attacks, eliminate alert fatigue by correlating operational and cyberattack information, and accelerate threat hunting.

### Scalability without overspending

Games are bursty with highly unpredictable data ingest requirements that often produce terabytes of log data in short periods. The observability platform gaming companies use needs to accommodate this model and provide a license that doesn't force companies to over-provision hardware or software, nor penalize them when games increase adoption and generate larger amounts of log data.

## Solution—Modern analytics and security detection for gaming applications

Sumo Logic's AI-powered Log Analytics Platform addresses the challenges gaming companies face. Unifying all your machine data—including structured and unstructured logs, events, and performance metrics—across on-premises and hybrid environments. Sumo Logic provides IT operations, DevOps, SRE, security and engineering teams with real-time, secure, unified alerts, and dashboards to enable faster issue identification and troubleshooting of gaming platforms. Sumo Logic helps organizations move quickly and adopt new technologies that support further disruption in the gaming industry.

Sumo Logic is a scalable and secure platform that processes and analyzes over 3.5 exabytes of data daily. The Sumo Logic platform is:

- **AWS native:** Self-provisioning SaaS with low TCO/zero management
- **Scalable:** Ingest and analyze any amount of data. No limits for the number of users or real-time dashboards, no compromises for troubleshooting speed.
- **Advanced analytics and machine learning:** Detect anomalies and surface unknown issues to reduce MTTR; pattern detection to quickly troubleshoot and reduce MTTR.
- **AI-driven alerting:** Reduces noise and alert fatigue by up to 90%
- **Reduced time to value:** Out-of-the-box integrations and pre-built dashboards for more than 20 AWS services and 200+ popular technologies.
- **Highly secure service:** The Platform carries attestations for PCI/DSS, ISO 27001, HIPAA, GDPR, SOC2, FedRamp moderate.
- **Flexible pricing:** Built for scalability and flexibility, Flex Licensing is \$0 ingest so you can always ingest all the logs you need and pay for the insights. Even as your players burst usage or fluctuate with seasonality, your pricing is predictable.

For companies who built their gaming platforms on AWS, Sumo Logic offers an out-of-the-box AWS Observability solution that provides unified visibility across key AWS services such as ALB, EC2, RDS, Lambda, DynamoDB, and API Gateway. The AWS Observability solution collects telemetry from multiple AWS accounts, regions, and services, automatically tagging the data and applying machine learning-based root cause analysis to surface anomalies. This provides contextual information that helps users pivot between critical data, reducing the effort to determine what happened, where it happened, and why.

To strengthen gaming companies' cybersecurity posture, Sumo Logic offers Logs for Security and Cloud SIEM, helping security analysts with prioritized and contextualized threat data. Across the entire threat detection, investigation, and response process, Sumo Logic ensures all records are efficiently analyzed to surface key insights and potential risks. With improved alert fidelity, security analysts can focus their time and attention on crucial threats to the business.

## Benefits for customers

Sumo Logic helps gaming companies with the real-time, cloud-native platform needed to reduce the time to detect, identify, and resolve operational and security issues in mission-critical gaming platforms. With Sumo Logic, gaming companies:

- Ensure a seamless player experience by centralizing monitoring for DevSecOps and reducing the time to identify and resolve issues in gaming platforms.
- Accelerate application build and go-live cycles by providing reliability in the CI/CD pipeline. Sumo Logic helps developers focus on innovation instead of managing infrastructure.
- Detect security threats faster, accelerate threat hunting, and reduce alert fatigue for security analysts. Sumo Logic analyzes security events and surfaces key insights so security teams can address vulnerabilities.
- Build on a platform that grows with you. Sumo Logic is a cloud-native, multi-tenant SaaS that lets your teams and games scale without worrying about provisioning or seasonality.

## About Sumo Logic

Sumo Logic helps make the digital world faster, reliable and more secure. Through its AI-powered SaaS Log Analytics Platform, organizations can unify and analyze enterprise data, translating it into actionable insights. This single source of truth enables Dev, Sec and Ops teams to simplify complexity, collaborate efficiently and accelerate data-driven decisions that drive business value. Customers around the world rely on Sumo Logic to ingest and analyze logs, events, metrics, traces and other data sources at scale to ensure application reliability, secure and protect against modern security threats, and gain insights into their cloud infrastructures. For more information, visit [www.sumologic.com](http://www.sumologic.com).

