



Centralized Logging System

Enterprise Workload Automation Software Provider

CHALLENGE

- ⊕ To support shifting market demand, client needed to pivot and offer their on-prem software solution as Software-as-a-Service (SaaS)
- ⊕ Needed ability to aggregate and analyze logs from various end-customers running client's solution

SOLUTION

- ⊕ Enrich logs with appropriate metadata to allow for end-customer delineation and sophisticated log analytics for client user base
- ⊕ Cloud-native infrastructure consisted of Fluentd, Kafka, Kafka Connect, Elasticsearch, and Kibana

RESULTS

- ⊕ Client support team able to support all end-customers from a single application
- ⊕ Enabled rapid resolution of support issues through use of pre-built frameworks for common use cases
- ⊕ Granularity of access controls enabled next-level security

**Increased
Efficiency &
Scale**
of End-Customer
Support Team



Select
Consulting
Partner

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