KAIZEN

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

About Kaizen:

We rapidly deliver actionable insights and business value for clients across the value chain. Using vast experience with best-in-class tools and products, we are able to find the right data-driven solutions to simplify your decisions and help business deliver positive outcomes.

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