

# CareerBuilder cuts issue resolution time by 80 percent with Scalyr

## CASE STUDY



### ABOUT CAREERBUILDER

CareerBuilder is a leading global, end-to-end human capital solutions company focused on helping companies find, hire, and manage great talent. Combining advertising, software, and services, CareerBuilder leads the industry in recruiting solutions, employment screening, and human capital management. It also operates top job sites around the world.

### OBSERVABILITY CHALLENGES

When CareerBuilder transitioned to the cloud, the company opened up the ability for engineering teams to choose the tools they wanted to use for their software delivery and observability stacks, including log management. The Cloud Operations team looked at some of the solutions that had already been purchased, but they were not satisfied that those solutions would meet their requirements. As a consumer-facing service on the web, CareerBuilder needs to operate flawlessly and be high performance. If there is a software issue, it can be magnified 100x. To that end, the team needed to be able to find, troubleshoot, and debug software issues in record time to minimize any fallout from having those issues persist in the service. They needed their log management solution to be fast, even across their very large and growing data sets.

### WHY CAREERBUILDER CHOSE SCALYR

The Cloud Operations team evaluated all of the tools that were in use by other teams, including Splunk, Sumo Logic, and DataDog, but found that Scalyr stood out because it was fast at scale. They found that with other tools they were testing, the more data they collected, the more the service slowed down.

The Cloud Operations team observed that the other solutions weren't taking advantage of cloud delivery, and didn't want to worry about running out of capacity, managing infrastructure, or being charged for overages with other vendors. They wanted a true SaaS product that could scale as the company grew, regardless of the volume of log data they were adding to the system.



**CUSTOMER:****CHALLENGE:**

Needed easy access to web server logs and application logs, as well as fast log search.

**RESULTS:**

- Decrease log search times from hours to seconds
- Create custom parsers for all log formats
- Increase troubleshooting and debugging productivity across all engineering teams

**RESULTS OF USING SCALYR**

Scalyr was by far the fastest solution that the CareerBuilder Cloud Operations team evaluated. The Cloud Operations team realized that, if they could minimize the troubleshooting bottleneck by searching and finding in seconds what took minutes in competing tools, they could resolve customer-facing issues far more quickly, cutting resolution time by 80 percent.

In addition to being fast, Scalyr is built to scale to large volumes of data and is easily adoptable across teams. By being fully cloud based, able to scale infinitely, and not charging by the number of users, Scalyr made sense for not just the Cloud Operations team, but the other engineering teams as well. Over time, the other engineering teams standardized on Scalyr operations time.



**Scalyr helped CareerBuilder cut resolution time of customer-facing issues by 80 percent.**

**ABOUT SCALYR**

Scalyr is the blazing-fast log management platform for the engineering front line. Unlike traditional log management tools built for IT cost centers, only Scalyr is architected for revenue-generating software. With Scalyr, engineers can go fast at scale, keep things simple, and share with their teams.