Go-MMT Accelerates Event Data Insights with Scalyr

CASE STUDY

ABOUT GO-MMT

Founded in 2000, Go-MMT (NASDAQ: MMYT) is one of India's leading online travel companies with a belief in continually evolving their technology to be at the forefront of the travel industry and a mission to be a one-stop shop for their customers' travel needs. They own and operate a number of online travel brands, including MakeMyTrip, Goibibo and redBus.

BACKGROUND

After years of massive growth, the global and local travel scene slowed considerably as the pandemic took hold of the world in 2020. Some travel and tourism companies gave up; however, for Go-MMT it was the opposite. Knowing that things would eventually turn around, they took advantage of the situation to drive significant improvements as well as cost savings across their business. One such example involved replacing a combination of a home built ELK observability stack and a commercial logging platform with a single solution: Scalyr.

CUSTOMER CHALLENGES

With Go-MMT's maniacal focus on customer satisfaction, it was very important that all customer fac-ing systems had the best performance possible. Hence, they had invested some of their top talent to build and operate an observability platform using tools such as

ELK. This worked fine in the early days, but quickly grew becoming difficult to manage and too slow for users. To achieve acceptable ELK performance, SREs were forced to reduce data retention to only 7 days. Engineers had no way to compare month over month trends or problems that may have manifested in the system for longer periods. Cumbersome indices had to be built and maintained, taking up further resources. Trade offs had to be made at the expense of platform capabilities and SLAs to engineers.

Go-MMT needed to find a way to improve SLAs to their engineers with a more responsive observability platform, ideally giving engineers the edge they need to keep systems running smoothly and to ensure the best possible customer experience. In parallel, they also had to somehow reduce costs even though log volumes were expected to double as domestic travel opened up.

CUSTOMER:

go·mmt
GROUP
make my trip | goibibo | redBus

CHALLENGE:

Finding a Log Management solution to replace their home grown ELK stack as well as commercial logging solution which would enable fast query at scale to reduce both MTTI and MTTR while cutting costs in parallel.

RESULTS:

• Pro-active alerting and rapid query response allowing near real-time response for hundreds of engineers significantly reduced MTTI and MTTR

• Ingesting 5TB/day with no data loss

• Streamlined integrations with tech stacks including AWS ECS, Kubernetes, AWS Fargate, Kafka sink and EC2

• 600% increase of data retention period

ABOUT SCALYR

Scalyr (a SentinelOne company) provides an event data cloud for log management and observability, and to power analytics for other services. Scalyr delivers 96% of searches in less than one second so engineers and SREs can work at the speed of thought and transform logs from afterthought into advantage.

WHY GO-MMT CHOSE SCALYR

Go-MMT ultimately chose Scalyr after running a comprehensive self-managed evaluation which included piping TBs of logs to Scalyr and making it available for near real time analysis to a team of engineers. Scalyr was selected as it out performed the rest by providing:

• Proactive notification of events which could impact performance vs waiting for someone to raise an issue,
• Fast query response to ensure engineers are able traverse massive volumes of data in near real time, minimizing the time required to understand the root cause,
• Longer retention period as historical data had proven to be essential in identifying root cause of issues, and
• High volume data ingestion without losing a single byte.

RESULTS OF USING SCALYR

The process for implementing was streamlined due to Scalyr's integrations to Go-MMT various tech stacks. These included but were not limited to: AWS ECS, Kubernetes, AWS Fargate, Kafka sink and EC2 agents for event data collection and aggregation. Go-MMT were able to extend data retention by 600% with Scalyr which has had a huge impact reducing mean time to identify and resolve issues (MTTI and MTTR) for the hundreds of engineers using Scalyr. Previously engineers would need to request archived logs be recovered, rehydrated, and grep'ed while such analysis is now carried out entirely in the Scalyr UI. By leveraging Scalyr's solutions, Go-MMT has been able to identify and debug site incidents more quickly while increasing the retention time and associated data available for analysis.

"

♥ SCALYR™

"With Scalyr's technology expertise our engineers were able to pipe 2TB per day of logs using Scalyr's Kafka connector without losing a byte. In fact, Scalyr was even able to handle a rather interesting requirement we have which is single log lines in excess of 5MB! By harnessing the speed and longer data retention capacity of Scalyr's log management services, our teams are now able to research and address issues in record time."

Shashilipi Krishan, Associate Director, Site Operations