SCALYR™

Grab reduces downtime by 10x with Scalyr

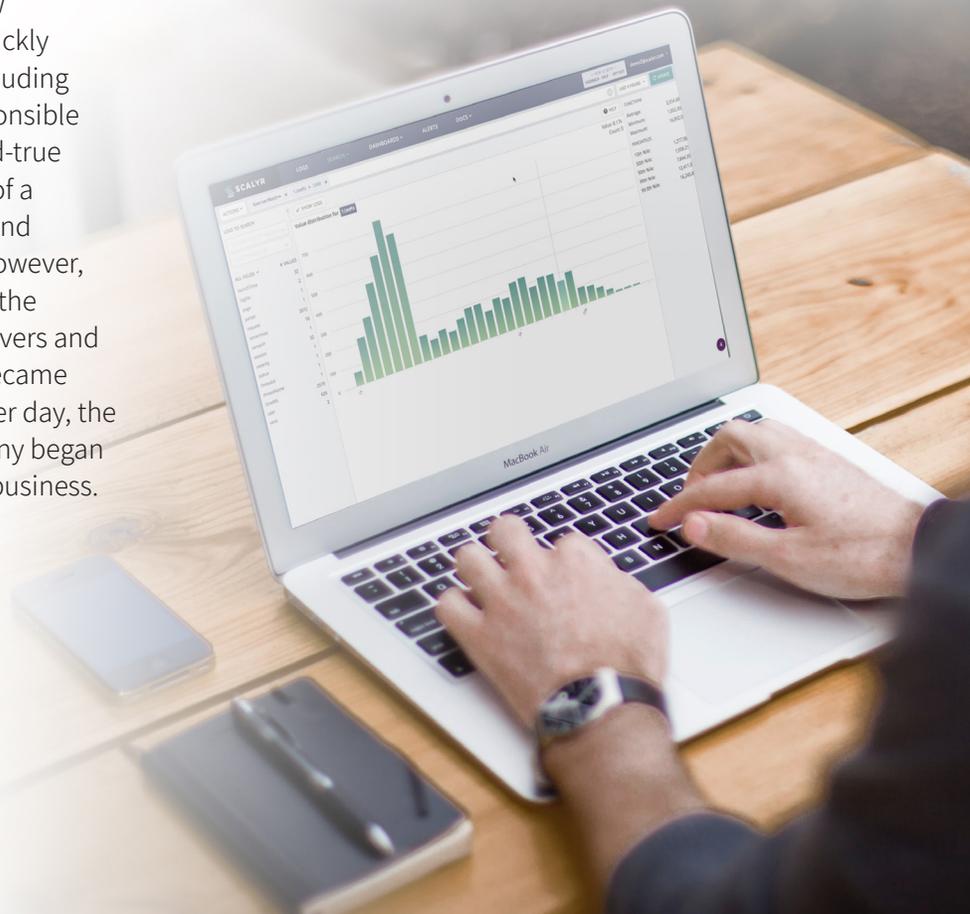**CASE STUDY**

ABOUT GRAB (GRABTAXI)

Grab is a Singapore-based technology company offering ride-hailing transport services, food delivery and payment solutions. The company operates in Singapore and neighbouring Southeast Asian nations such as Malaysia, Indonesia, Philippines, Vietnam, Thailand, Myanmar, and Cambodia. Recently the company acquired the local assets of Uber, and Uber took a 25 percent stake in the company.

OBSERVABILITY CHALLENGES

After launching its business in 2012, Grab saw almost immediate success. The company quickly outgrew many of its technology systems, including its observability process. The engineers responsible for delivering software were using a tried-and-true method for searching logs in the early stage of a technology company: ssh and grep. Simple and straightforward, these worked well at first. However, as Grab's business and log volume grew and the company added an increasing number of servers and more complexity to its software stack, this became unwieldy. With terabytes of logs generated per day, the situation became untenable, and the company began looking for tools that would scale with their business.

WHY GRAB CHOSE SCALYR

Setting out to address this issue, Grab evaluated log management vendors. The team appreciated Scalyr's lightweight agent and support for multiple log formats. They got a high-performance way to search their entire log surface from a cloud-based user interface.

CUSTOMER:

Grab

CHALLENGE:

Needed a log management platform that could scale as the company grew, as well as handle massive amounts of data without slowing down or malfunctioning.

RESULTS:

- Reduce log management search times from minutes to seconds

- Provide comprehensive operational visibility through dashboards and graphs

- Consolidate metrics, logs, and alerting under a single tool

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.

RESULTS OF USING SCALYR

Once the Grab engineering team began using Scalyr, searches that were taking several minutes in grep now took only a few seconds, and it was centralized so the team could perform several ad-hoc queries in rapid succession, as is common in troubleshooting. This was transformative for the team. The Scalyr team also worked closely with Grab's engineers to provide deep analysis of their operations data by building out comprehensive graphs and dashboards. This gave Grab an even more complete picture of their system operations. Scalyr also helped consolidate Grab's server metrics and alerting together with log management. With Scalyr's comprehensive log aggregation, high-speed searching, metric analysis, and full-spectrum alerting features, Grab has transformed the way they manage their operations.

SCALYR

"Scalyr removed a lot of friction from our process. We spend more time finding the root cause of a problem instead of wrestling with tools. And because things are so ridiculously fast, we are able to be far more responsive to operational issues. We solved a problem that had been plaguing us for six months within minutes. In the end, Scalyr has helped us reduce our downtime by a factor of 10."

- Ditesh Gathani, Director of Engineering