

# Wistia Keeps Things Rolling with Scalyr

## CASE STUDY



### ABOUT WISTIA

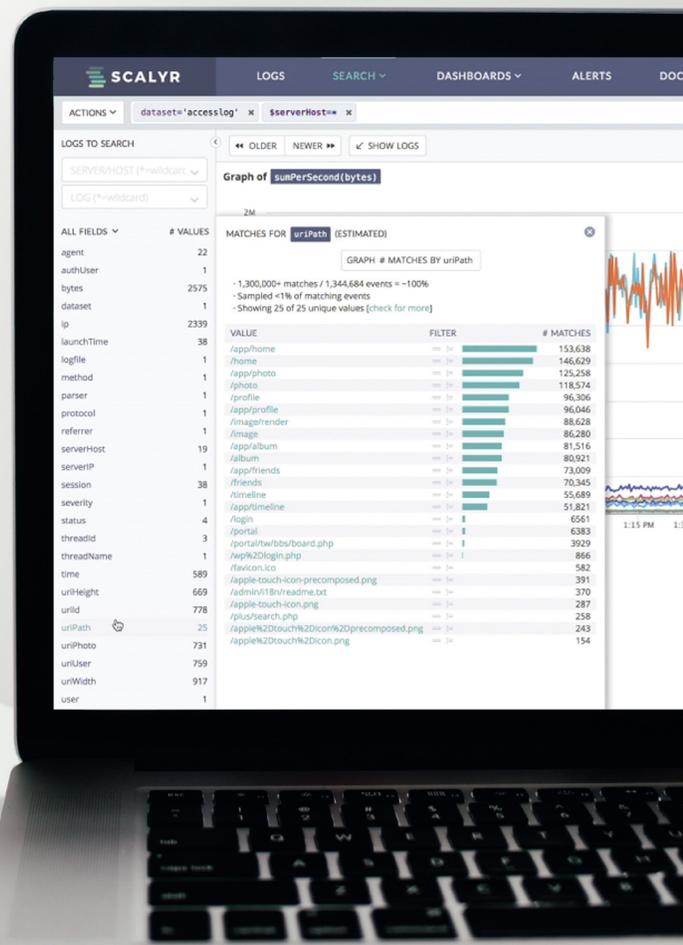
Founded in Cambridge, Massachusetts in 2006, Wistia is a leading video platform that makes it easy for businesses to create, host, manage, share, and measure videos. With intuitive and powerful hosting and analytics designed to help businesses communicate more creatively, Wistia reduces barriers across its customers' marketing, sales, support, and HR teams. Over 300,000 businesses around the world use Wistia.

### OBSERVABILITY CHALLENGES

Before using Scalyr, the engineering team at Wistia took a step back from their feature releases to assess their infrastructure. At the time, they had no log aggregation or observability tools beyond New Relic. The team hadn't used a log management platform before, but they were aware of their existence and importance, and felt it was time that they begin using one. The team evaluated Scalyr along with Splunk, Sumo Logic, PaperTrail, and LogDNA. The criteria for their evaluation included: query speed, support for live streaming, the ability to add indexes to logs in a flexible way, and reasonable pricing.

### WHY WISTIA CHOSE SCALYR

After evaluating all of the products, the team decided on Scalyr because it best fit these criteria. Wistia found Scalyr was exceptionally fast, easy to use, and was competitively priced.



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

Needed a log management and observability solution that was fast, flexible, and reasonably priced.

**RESULTS:**

- Adopted extensively across engineering and technical support so teams can self-serve
- Resolve undiagnosed issues previously labeled as “too hard”
- Increase visibility of security infractions and initiate new best practices

**RESULTS OF USING SCALYR**

It took about a week for the team at Wistia to get up and running on Scalyr. Currently, the product is used pervasively across the entire engineering team. The product is as simple or as complex as it needs to be, helping everyone across the team get value out of it. For example, when writing a feature, the team wanted to log when a few events occurred; whatever they put into the code is what they put into Scalyr. They weren't required to create an opaque translation layer. If they wanted to start treating it as a string, they could. If they wanted something fancier, or to do something more complicated, they could make sure to format it through the parser. Beyond the engineering team, the technical support team at Wistia now use Scalyr to track down the root cause of customer issues. They use the search functionality in Scalyr extensively to pinpoint the exact requests in the logs that correspond to the problems customers encounter in the browser or when using Wistia's APIs. Scalyr has made the support team more self-sufficient in resolving customers' problems, so they don't need to escalate as many issues to the engineering team. The engineering team is also able to respond to incidents more quickly. Rolling out Scalyr has helped the engineering team commit to security best practices, including removing root access to all production servers. Now, engineers can write code that is observable from the outside and more conducive to debugging. Using Scalyr has been the team's first step in making debugging software in production more collaborative - something they lacked before. The individuals using Scalyr became empowered to own their code. Before, if things had become too time-consuming (pre-Scalyr), issues would just go undiagnosed and marked as “too hard” to figure out.



“It is easier and faster to diagnose the bugs that frustrate our customers.”

- Ryan Artecona, Infrastructure Engineering Lead

**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.