

# Zalando Standardizes on Scalyr for Log Management

## CASE STUDY



### ABOUT ZALANDO

Zalando is Europe's leading online fashion retailer and one of Europe's fastest-growing companies. Through its thousands of targeted sites and apps, Zalando offers customers across Europe a one-stop, convenient online shopping experience with an extensive selection of shoes, apparel, and accessories from thousands of brands.

### OBSERVABILITY CHALLENGES

As part of its transition to AWS several years ago, Zalando shifted its monolithic code base to a microservices architectural approach. Despite numerous benefits of this, including agility and flexibility, the change presented challenges when it came to observability. Specific to log management, the engineering team needed a solution that would perform well even across very large (and growing) data sets, and also be adoptable by the entire team, not just a small group of gatekeepers.

The team evaluated Scalyr along with three other solutions. Zalando's evaluation criteria included an agent that would collect a wide variety of logs, a user interface in which engineers could search all logs easily and quickly, and an overall solution that would fit Zalando's engineering culture, which they named Radical Agility. Zalando identifies three tenets of Radical Agility, including Autonomy, Mastery, and Purpose.

### WHY ZALANDO CHOSE SCALYR

After a thorough evaluation of the four solutions, Zalando selected Scalyr. The team preferred the Scalyr Agent's ease of implementation, especially on EC2 instances. They also appreciated that they could define custom parsers for log lines. Finally, in alignment with its Radical Agility philosophy, the team liked that Scalyr gave teams autonomy. Scalyr's ease of self-service and no-learning curve queries made the product easily adoptable across all of the Zalando teams consisting of thousands of engineers.



**CUSTOMER:**



**CHALLENGE:**

Needed log management platform that would perform well even across very large data sets and also be adoptable by the entire team, not just a small group of gatekeepers.

**RESULTS:**

- Adopted by more than 1,000 engineers
- Help engineers quickly identify and mitigate software incidents
- Encourage proactive investigation with orders-of-magnitude faster search
- Make identifying code errors simple and straightforward

**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

Zalando teams comprising more than 1,000 engineers use Scalyr to respond to and mitigate software incidents, analyze and find root causes of software performance issues, collect metrics for monitoring, and investigate brewing issues proactively. The team was able to get Scalyr up and running very quickly. There was no special configuration effort required for the agent to work out of the box. Given the number of autonomous services Zalando runs, the team needed a comprehensive and cohesive solution for aggregating logs with very little management overhead. Before Scalyr, when an application crashed, the development team had to go to the log server, pull all of the logs, and manually search for the host on which the app was running. Each time this occurred, this process would take at least 10 minutes, which meant that engineers did not have time to search proactively and only searched log data as a last resort.

With Scalyr, the process is vastly simplified to deploying an application or a service, getting error alerts, immediately drilling into the logs in Scalyr by searching for the app ID, and seeing all of the relevant log data needed to identify the root cause of a problem. The team was able to go from 10 minutes of work per search to fewer than 15 seconds. Taken across thousands of engineers who push code frequently, this time savings has a massive impact on the company's rapid software delivery pipeline. Overall, Scalyr has made Zalando's move to the cloud efficient by removing major parts of the monitoring and troubleshooting process.



“Asking how Scalyr helps is like asking how breathing helps with your life.”

- Tim Kröger, Head of Engineering