

# Zalando Standardizes on Scalyr for Application Observability

## CASE STUDY



### ABOUT ZALANDO

Zalando is Europe's leading online fashion platform, connecting customers, brands and partners. As one of Europe's fastest-growing companies, Zalando brings head-to-toe fashion from 2,000 brands to more than 26 million active customers across 17 markets.

### OBSERVABILITY CHALLENGES

Zalando's goal is to become the operating system for fashion. Core to achieving this goal is their platform strategy - the technology and infrastructure needed to connect all participants in the fashion ecosystem, along with Radical Agility - their transformative engineering culture based on three pillars: Autonomy, Mastery and Purpose.

Several years ago, Zalando embraced the cloud and shifted its monolithic code base to a microservices architecture. Despite the obvious benefits of this approach, the change created challenges around observability. It quickly became difficult to understand how individual services were behaving and, more importantly, how they impacted others in their increasingly complex architecture. Specific to logs, engineers needed a solution that would perform well across very large (and rapidly growing) data sets and be accessible by the entire team, not just a small group of gatekeepers.

At the same time, Radical Agility was being implemented across their technology organization, distributing decision-making across hundreds of small, autonomous and multidisciplinary teams so that engineers had direct ownership of one or more platform services. Zalando knew they needed an observability solution that could centralize a wide variety of logs, search all logs quickly and effortlessly and be so intuitive that everyone on the engineering team could use it.

### WHY ZALANDO CHOSE SCALYR

After a thorough evaluation of four solutions, Zalando selected Scalyr. The team preferred the Scalyr Agent's ease of implementation, especially on AWS EC2 instances, and liked the ability to define custom parsers for log lines. The team was able to get Scalyr up and running immediately with the out-of-the-box agent and can now effortlessly aggregate logs from thousands of services with no management overhead. In alignment with its Radical Agility philosophy, Zalando valued the autonomy with which Scalyr empowered their teams. Scalyr was easy-to-learn and easy-to-use, making it easy to adopt by more than 200 teams and thousands of engineers.



#### CUSTOMER:



#### CHALLENGE:

Needed an observability platform that would perform well across very large (and rapidly growing) data sets, and also be accessible by the entire team, not just a small group of gatekeepers.

#### RESULTS:

- Reduced log search time by 98% down to seconds
- Adopted by more than 200 teams and over 1,000 engineers
- Helps engineers quickly identify and mitigate software incidents
- Encourages proactive investigation with orders-of-magnitude faster search
- Makes identifying code errors simple and straightforward

#### ABOUT SCALYR

Scalyr is the log management and observability platform for the new stack. Purpose-built to handle the scale and complexity of modern cloud architectures, Scalyr changes the dynamics of delivering healthy applications by allowing engineers to quickly troubleshoot problems and focus on doing what they love - coding. With 96% of searches completing in under one second and thousands of active users, Scalyr has transformed logs from afterthought into advantage. The company has the highest rating in its category in G2 Crowd, is a Gartner 2018 Cool Vendor, and was recognized as a 2018 Forbes Cloud 100 Rising Star. Visit us at [scalyr.com](https://scalyr.com) and follow us on Twitter (@scalyr).

## RESULTS OF USING SCALYR

Using Scalyr, Zalando has reduced log search time by a whopping 98%, cutting individual searches down from 10 minutes to mere seconds. Instead of having to manually find the host on which a service is running, manually pull the logs from that host and then suffer through slow queries, Zalando continuously ingests and aggregates logs from all services into Scalyr for instant and intuitive ad hoc searching.

Zalando's engineers no longer view logs as a last resort. They now rely on logs to understand what is happening with across thousands of services and see how new code impacts the application as soon as it is deployed. They can easily drill down into any service with a simple point-and-click search on service ID in Scalyr.

With Scalyr, thousands of Zalando engineers are able to proactively monitor their end-to-end system health, detect potential problems before they arise and quickly troubleshoot incidents. This real-time application observability has enabled Zalando to scale their platform vision and embrace Radical Agility, helping them scale their business and improve their ability to deliver value, impact and satisfaction to their customers and partners.



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

- Tim Kröger, Head of Engineering