



OPCITO TECHNOLOGIES

Enhanced Monitoring, Logging, APM, And Incident Management With Datadog

About The Customer

The customer provides a monitoring and security platform for cloud applications. They bring together end-to-end traces, metrics, and logs to make applications, infrastructure, and third-party services entirely observable, helping businesses secure their systems and avoid downtime.

Business Challenge

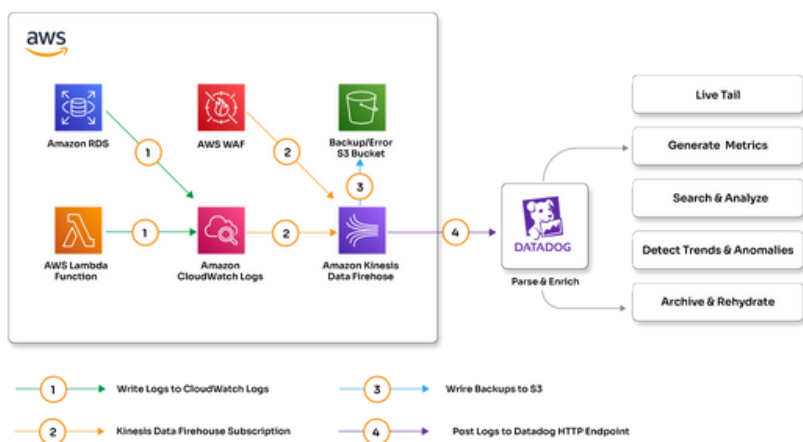
The customer had limited insight into their extensive AWS infrastructure and application performance. Early detection and quick resolution of complex performance issues were problematic due to inadequate monitoring capabilities. The system's growth in scale and the addition of microservices made pinpointing root causes increasingly complex, leading to longer resolution times. Also, consolidating and analyzing log data from various AWS services were scattered and inefficient, impeding timely problem detection and response.

How Opcito Helped

Opcito's monitoring experts proposed to integrate Datadog with the customer's AWS infrastructure in the following ways:

- **Deployment of Datadog Agents:** We installed Datadog agents across the AWS instances. These agents collected metrics, traces, and logs and sent them to Datadog in real-time. The agents provided real-time dashboards for application health and performance monitoring.
- **Use of Lambda Forwarders:** AWS Lambda functions were used as forwarders to send logs from AWS CloudWatch to Datadog. This provided reliable and real-time log data transfer, enabling real-time log analysis and alerting.
- **Adoption of AWS Kinesis Data Firehose:** This service was used to capture, transform, and load streaming data into Datadog, simplifying the collection, processing, and analysis of real-time data.

- **PagerDuty:** This integration allowed for effective incident tracking and management. Alerts triggered in Datadog were automatically created as incidents in PagerDuty, complete with relevant information to aid in resolution.
- **Slack:** Alerts escalated to Slack channels ensured that the relevant teams were notified immediately and could collaboratively address the issues.



Technologies, Tools, and Platforms used

AWS (RDS, WAF, CLOUDWATCH LOGS, KINESIS DATA FIREHOSE, LAMBDA, S3 BUCKET)

DATADOG

Benefits

BETTER MONITORING

The implementation significantly improved the system's monitoring and management

ENHANCED VISIBILITY

Datadog's customizable dashboards provided deeper visibility into the infrastructure and applications

EFFICIENT LOG MANAGEMENT

Datadog enabled the aggregation, monitoring, and analyzing of logs from different AWS services in one place, improving the incident management process

IMPROVED APM

Datadog's APM provided detailed performance data and insights, helping us optimize the application

REAL-TIME ALERTS AND EFFECTIVE INCIDENT MANAGEMENT

Alerts from Datadog were efficiently managed using PagerDuty and Slack. The quick notification and escalation process reduced system downtime and improved response times

COST OPTIMIZATION

The efficient management of resources and reduction in downtime resulted in significant cost savings

About Opcito

At Opcito, we believe in designing transformational solutions for our customers, start-ups, and enterprises, with our ability to unify quality, reliability, and cost-effectiveness at any scale. Our core work culture focuses on adding material value to your products by leveraging best practices in DevOps, like continuous integration, continuous delivery, and automation, coupled with disruptive technologies like containers, serverless computing, and microservice-based architectures. We also believe in high standards for quality with a zero-bug policy and zero downtime deployment approach.



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