



Wix.com

Industry
Internet

Tools integrated

Nagios, New Relic, Pingdom, Logstash, Kibana, Sensu, JIRA, proprietary metrics solution, proprietary business monitoring system

Results

- Fragmented monitoring tools are unified into a single, easy-to-use platform
- IT issues are identified and resolved 80% faster
- New incidents are automatically detected and routed to the responsible team members
- 70 million Wix customers enjoy better quality of service

Wix is a leading cloud-based web development platform that allows users to create HTML5 websites and mobile sites through the use of online drag-and-drop tools. More than 70 million people in 180 countries use the platform. The company has approximately 900 employees.

BigPanda helps us deliver world class reliability to our 70 million customers.

— Avishai Abrahami, CEO

No other tool unifies our fragmented monitoring tools into a single easy-to-use dashboard like BigPanda does. And no other tool allows us to piece together noisy alerts and detect critical system outages in mere seconds – far before our customers are affected by service disruptions. BigPanda provides tremendous value.

— Operations Architect

Alert floods threaten quality of service

For Wix, high quality service and around-the-clock uptime are critical, non-negotiable deliverables that ensure the success of their business. Customers depend on Wix to keep their businesses' websites running 24/7. But keeping everything running smoothly across a dynamic and distributed IT infrastructure can be daunting. Since its launch in 2006, the company gradually transitioned away from traditional IT management tools towards a cloud-based infrastructure. To ensure operational visibility, Wix depends on a complex monitoring stack that includes several third party monitoring tools, in addition to a proprietary metrics and business monitoring solution. While this approach allowed the company to develop a unique stack geared towards their specific needs, its complexity led to a huge increase in the volume of machine-generated alerts. Buried in noise from their various monitoring tools, the ops team struggled to effectively detect, triage and remediate critical IT incidents. Major outages were often first discovered by customers and then brought to the team's attention via support tickets. Wix's goal was to accelerate time-to-detection, so they could spot and resolve incidents before customers were affected.

Centralized & simplified alert management

BigPanda allowed Wix to centralize and manage all of their IT alerts through a single platform, while dramatically reducing alert noise through automated alert correlation. BigPanda's powerful correlation engine automatically clusters related events into unified incidents, saving engineers hours of manual work and helping them spot critical issues faster. Rather than having to wade through piles of inconsequential alerts from various tools, Wix engineers simply log into BigPanda, where events have already been clustered into a much smaller list of high-level incidents. Incidents are automatically enriched with contextual information – such as recent code deployments, runbooks, and time series metrics – so that managers can easily analyze the issue, assign correct responsibility, and remediate in a timely manner. BigPanda's Autoshare feature ensures that the right team members are immediately notified anytime an incident occurs, and provided real-time updates through email, SMS, and JIRA.

Troubleshooting time reduced by 80%

By adopting BigPanda as their primary monitoring dashboard, Wix was able to unify and correlate alerts from all of their various monitoring tools into a single pane of glass. Thanks to BigPanda, Wix reported that troubleshooting time improved by 80% and that critical incident acknowledgement was reduced to a matter of seconds. By allowing them to quickly spot, investigate and collaborate on IT issues, BigPanda helped Wix dramatically reduce their MTTR (mean time to resolution) and react to critical issues before their customers do.

Why BigPanda?



Detect

BigPanda helps you detect issues faster, by automatically correlating noisy alerts from fragmented monitoring tools into high level incidents. BigPanda also automatically categorizes incidents - by any logical grouping such as application, microservice, or cloud - so that you can easily track the health of your most critical services.



Understand

Once you've detected an issue, BigPanda helps you gain a deeper understanding and decide what to do next. BigPanda automatically embeds contextual information into incident notifications - such as metrics, similar historical incidents, CMDB information, and recent code changes - so that you can quickly gain context and triage issues.



Collaborate

BigPanda allows you to automate communication across all your collaboration tools - such as Slack, ServiceNow, JIRA, and PagerDuty. The platform enables you to intelligently route notifications and keeps them in sync as IT incidents escalate and evolve in real-time.

Suffering from alert noise? Find out how **BigPanda** can help.

bigpanda.io