Digital infrastructure leader ditches legacy solution for faster, modern SIEM

Results at a glance

→ Reduced deployment time from 70 days to 14 days

→ 30% decrease in incident response times

→ Improved productivity by 20%

→ Enhanced client satisfaction with a streamlined and efficient security monitoring platform

→ Gained a strong partnership that positions ark for future growth and success

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SUMO LOGIC SOLUTIONS

Cloud SIEM

USE CASES

Threat detection investigation and response

Compliance and audit

Challenge

ark data centers (ark) needed to modernize their security stack as they expanded to support enterprise clients.

ark, a leading digital infrastructure services provider specializing in colocation, private cloud, and security services, faced a critical need to modernize their security stack to better support enterprise clients and broaden their market reach. As ark moved upmarket, they recognized the need to reevaluate their security tools as their existing SIEM solution was falling short in several areas:

Complex deployment

The time-to-deploy was excessively long, which complicated client onboarding and operations.

Missed detections

There were instances of missed threat detections due to inadequate detection logic.

Inefficient alerting

The alerting mechanisms were unreliable, leading to missed or delayed threat notifications.

Slow incident response

Incident response times were sluggish, partly due to the absence of SLAs with the previous vendor.

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INDUSTRY
Digital Infrastructure Provider

ABOUT
As a leading enterprise data center, hybrid cloud and security services partner, ark empowers customers to elevate their technology and security strategies with innovative solutions and expertise.

WEBSITE
www.arkdna.com

Solution

ark's evaluation of Sumo Logic involved a rigorous months-long proof of value process where Sumo Logic's capabilities were tested against four other vendors. Sumo Logic swiftly emerged as the standout choice.

> We turned to Sumo Logic to help build a scalable foundation for our security services. We were impressed with the scalability, integration capabilities, and advanced threat detection offered by Sumo Logic. This gave us the perfect toolset to enhance our value-add security offerings and effectively support our customers' advanced security posture.
>
> **Ethan Deyo**
> Manager of Security Operations
> ark

Results

A purpose-built, enterprise-grade security platform

As ark set goals to increase the value of their security services for enterprise clients, one of the critical needs was a robust SIEM solution that could handle the complexities of managing multiple clients with diverse needs — all while maintaining top-notch security and efficiency. Sumo Logic's multi-tenancy and scalability features along with its API-centric platform proved to be the perfect fit. These capabilities set a strong foundation for ark's security services, enabling them to efficiently manage large volumes of data and seamlessly support multiple clients.

"As a digital infrastructure provider, flexibility and scalability are crucial for us in our security toolsets. Sumo Logic delivered on these fronts and more, allowing us to hit the ground running to effectively manage our growing client base," shared Deyo.

80% faster deployments

Time-to-deployment is a critical factor for ark, impacting both their business operations and customer satisfaction. Leveraging Sumo Logic's cloud-native architecture and API-centric platform, ark facilitated automated and script-based deployments, significantly reducing manual errors and accelerating client deployments. The out-of-the-box content, including pre-configured dashboards and detection rules, allows ark to better meet client needs from day one.

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> **With Sumo Logic, we reduced our deployment times from 70 days to 14 days or less, which is what drives our success. Sumo Logic's ease of deployment is a game-changer for our business, allowing us to quickly onboard clients and deliver value faster than ever before.**
>
> **Ethan Deyo**
> Manager of Security Operations
> ark

BY THE NUMBERS

70 → 14 days

deployment time

—

- 30%

incident response times

—

+ 20%

productivity

Maturing security operations

As ark's security needs evolved, their previous SIEM tool couldn't keep pace. Sumo Logic's enhanced detection and response capabilities led to a 20-30% decrease in incident response time and a 15-20% improvement in productivity. This maturity in security operations empowers ark's security team to provide better protection for their clients and focus on meaningful security tasks rather than noise.

"We outgrew our last SIEM tool, but I don't see that being an issue with Sumo Logic. The partnership has been excellent, and Sumo Logic has significantly contributed to maturing our security operations. We have confidence in Sumo Logic's commitment to our success and look forward to continuing this journey together," said Deyo.

Strong partnership and support

Choosing the right technology partner is crucial, and ark found a reliable ally in Sumo Logic. The partnership with Sumo Logic has been integral to the digital infrastructure provider's success, providing robust support and reliable SLAs that foster a strong working relationship. The ease of collaboration and the proactive engagement from Sumo Logic's team is particularly valuable in enabling ark's security team to delight customers and focus on growth.

"It's hard to get these choices right but partnering with Sumo Logic is an easy choice for us," Deyo remarked. This trust and the high level of support ensures that ark can confidently move forward, knowing that their strategic goals are well-aligned with Sumo Logic's capabilities.

CUSTOMER EXPERIENCE

It's hard to get these choices right but partnering with Sumo Logic is an easy choice for us.

—

Ethan Deyo
Manager of Security Operations
ark

Read more about other customer successes — from retail to healthcare to fintech here.

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