Global bank accelerates software releases and optimizes customer experience

Challenge

As a digital bank serving 31 countries across the globe, the financial services company has a wide range of software-based products that support customer offerings, such as personal banking, home loans, wealth management, and small-to-medium business services. With software delivery as a backbone of the business, the digital bank was continuously striving to mature its DevOps processes to better serve customer needs and address market opportunities. To achieve this, one essential call-to-action was to pursue a data-driven approach for strategic planning and decision making.

For the DevOps team, that meant having data to understand issues as they arise and the insights to derive optimum solutions. DevOps also needed data that would empower them to move at a fast velocity to deliver software to customers. Having good observability and telemetry data on the digital environment was an essential foundational component to enabling fast and intelligent development decisions.

Solution

The financial services company adopted Sumo Logic's cloud-native solution to provide the continuous intelligence that would help the engineering team on their DevOps journey. The solution ingests and analyzes data from their production digital banking platform, as well as their lab and beta experimentation environments. As part of this undertaking, the organization concentrated all of its log files from Amazon Web Services (AWS) and Google Cloud into Sumo Logic and then configured customized dashboards to address precise needs.

Results

Serving 1.6 million customers with multiple products and services, the organization consistently generates a high volume of data. Sumo Logic collects data from log files and event streams and provides the financial services organization with a central data store and advanced analytics to detect errors, anomalies, and other platform analysis. Currently, Sumo Logic ingests and analyzes 416 gigabytes of data each day, which the financial services organization sees growing at a rapid rate. Sumo Logic's cloud-native, elastic scaling architecture makes it easy for the digital bank to handle this data volume.

Industry

Financial Services

Locations

Across 31 countries

Sumo Logic Products

Sumo Logic Continuous Intelligence Platform™

Size

15k employees

Use cases

Operational intelligence

Results

- **Gained visibility to detect and address user experience issues, as they arise**
- **Accelerated release cycles to 100 per day backed by meaningful intelligence about the bank's digital environment**
- **Adopted a multi-cloud strategy with a smooth cloud-to-cloud migration supported by Sumo Logic intelligence**
- **Pursued award-winning integration with Workspace from Facebook that supports team collaboration and discussion on the insights provided by Sumo Logic**

Sumo Logic's log monitoring and custom dashboards provide the organization with a single pane of glass visibility across the DevOps environment and projects. "We have over 45,000 searches and inquiries coming through our teams on a monthly basis. It's really exciting to see the onboarding usage of the Sumo Logic platform, and the user adoption has been really strong for us," Head of Engineering.

One of the first Sumo Logic initiatives the bank pursued was gaining a view to understand and support a positive customer experience. The team implemented a range of dashboards on their digital environment to gain measurements around the customer experience, including the availability and performance of the banking platforms. Now, whenever any issue arises, the DevOps team can detect it right away and get onto those within seconds.

Recently, the financial services company implemented a multi-cloud strategy. The initiative required moving some data from AWS to Google Cloud. The project focused on critical digital assets encompassing 70, different micro services that process 2,000 transactions per second. With Sumo Logic, the DevOps team was able to ingest and monitor this telemetry from both AWS and the Google Cloud environments in real time. This provided the team with a consolidated dashboard view to track progress and ensure everything was going smoothly as they dynamically routed traffic from one cloud environment to another.

Sumo Logic provided the intelligence and insights the team required to deliver a successful cloud-to-cloud migration.

> **"Sumo Logic was one of the main reasons our multi-cloud endeavor was success. It was 100% smooth with no issues, and Sumo Logic managed the telemetry that gave us the intelligence to support that undertaking."**
>
> **Head of Engineering**

Having the continuous intelligence from Sumo Logic was proving valuable across projects, and the organization wanted to foster a way for teams to readily discuss and share their analysis of the platform's data. As users of Workspace for Facebook, an employee collaboration platform, the DevOps team quickly saw that they had a perfect integration opportunity. Using Sumo Logic's API, the integration was completed in no time. Now, when users have insightful data they want to discuss, they can post it directly in Workspace and start a conversation with others in the organization.

After this proved successful, DevOps took the data collaboration effort a step further and implemented a Facebook bot integration with Sumo Logic, which automatically pulls the desired, high-value insights into a chat forum for teams to discuss. "We demoed this Sumo Logic and Facebook integration at a Facebook innovation conference, and we won the innovation award That integration has been really powerful for us in terms of collaborating on the continuous intelligence Sumo Logic provides," Head of Engineering.

About Sumo Logic

Sumo Logic Inc., (NSDQ: SUMO) is the pioneer in continuous intelligence, a new category of software, which enables organizations of all sizes to address the data challenges and opportunities presented by digital transformation, modern applications, and cloud computing. The Sumo Logic Continuous Intelligence Platform™ automates the collection, ingestion, and analysis of application, infrastructure, security, and IoT data to derive actionable insights within seconds. More than 2,100 customers around the world rely on Sumo Logic to build, run, and secure their modern applications and cloud infrastructures. Only Sumo Logic delivers its platform as a true, multi-tenant SaaS architecture, across multiple use-cases, enabling businesses to thrive in the Intelligence Economy. For more information, visit www.sumologic.com.