



PROS OPERATIONS TEAM PROVIDES CUSTOMERS WITH MEANINGFUL DATA

with the Help of Graylog's Log Management Platform



Industry:

Enterprise Software

Data Volume:

Three terabytes on an average day and growing

Global Reach:

PROS drives more than 400 million prices and 1.7 billion forecasts in more than 30 countries around the globe

ABOUT PROS

PROS Holdings, Inc. (NYSE: PRO) is a leading provider of SaaS solutions that optimize shopping and selling experiences. Built on the **PROS Platform**, these intelligent solutions leverage business AI, intuitive user experiences, and process automation to deliver frictionless, personalized purchasing experiences designed to meet the real-time demands of today's B2B and B2C omnichannel shoppers, regardless of industry. To learn more, visit www.pros.com.

“Log files move quickly with gigabytes of data coming in per hour. It used to take us literally a day to find what happened during a specific time in a log file. We'd have to compress the data and move it to secondary storage quickly. So, for example, to go back to 11:00 am yesterday, we'd have to find the files and uncompress gigs and gigs of data to come to a conclusion. It was a lot of busywork. With Graylog, we search for what we want, and all of the logs in that area come up quickly.”

—Michael Sharpe, Senior Software Architect

THE OPTIMAL SOLUTION FOR AN EXPANSIVE & GLOBAL OPERATIONS TASK

Having used other logging systems in the past for security-related activities, the PROS operations team needed a cost-effective log solution to allow operations to easily conduct fast and scalable searches to drill down into the log data. In January 2019, PROS began implementing Graylog's log management platform.

PROBLEM SOLVING WITH GRAYLOG

At PROS, everything the operations team runs is a microservice — each has its own log file. Prior to implementing Graylog, to identify an issue, the team did not have an efficient way of correlating records from multiple logs by time and it became inefficient and time-consuming.

According to the PROS monitoring team, “Log files move quickly with gigabytes of data coming in per hour, compression, secondary storage, etc. It was very challenging to locate and correlate log details at a specific time of the day. Finding specific details was not as efficient as we needed it to be. With Graylog, we search for what we want and all of the logs in that area come up quickly.”

Another challenge PROS faced was log access security. Graylog provided PROS with an optimal approach by preventing the need to manage access control for numerous machines while also meeting their security governance best practices. Graylog also helped simplify the security model and easily allowed PROS to configure least privilege access.

The monitoring team indicated “Access to environments and applications are tightly controlled. Graylog gave us a way to get the logs off the machines and into an access-controlled central location. This granted support teams access without the need for complex security controls or access to individual machines running applications and microservices.”

Graylog also enables operations to use log data for improved monitoring. Graylog alerts are invaluable for capturing certain failures which are missed by other monitoring mechanisms. In troubleshooting, it is useful to see if specific situations show up in logs across multiple application instances or in similar applications. There are numerous situations where having direct access to all logs provides immediate peace of mind. If an anomaly occurs in one instance, being able to quickly determine if the situation is isolated or more widespread is extremely powerful. This added value has significantly reduced problem-solving time.

ADVANCING THE DATA

On an average day, PROS systems ingest multiple terabytes of log data with a good amount of fluctuation depending on business cycles. The company anticipates more and more log data to be ingested through continued business growth. After two years, PROS is still rolling out additional features built on the Graylog product and gaining more benefits.

Today, PROS R&D, including all operations, oversees multiple services using Graylog directly. This consists of people across several organizations, including support, DevOps, analysts, and application developers entrenched in the development lifecycle using Graylog queries, pipelines, and dashboards.

“We pride ourselves in identifying risks before they become customer issues and Graylog has enabled us to succeed at that. It’s a nice complement to every product and we will continue to find ways to get more value,” concluded Sharpe.

With customers all over the world running in various regions, the company will also add more of Graylog’s Enterprise features later in 2021 to leverage data forwarding and a single pane of glass for data management capabilities for products that run in multiple regions.

ABOUT GRAYLOG

Graylog is a centralized log management platform for companies seeking seamless data collection and normalization from any data source, faster analysis, and greater affordability. Purpose-built for modern log analytics, Graylog removes complexity from IT operations, data exploration, error tracing, and threat hunting so you can quickly and easily find meaning in data and take action faster. Our customers enjoy increased productivity, improved performance, secure systems, and an empowered team.

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