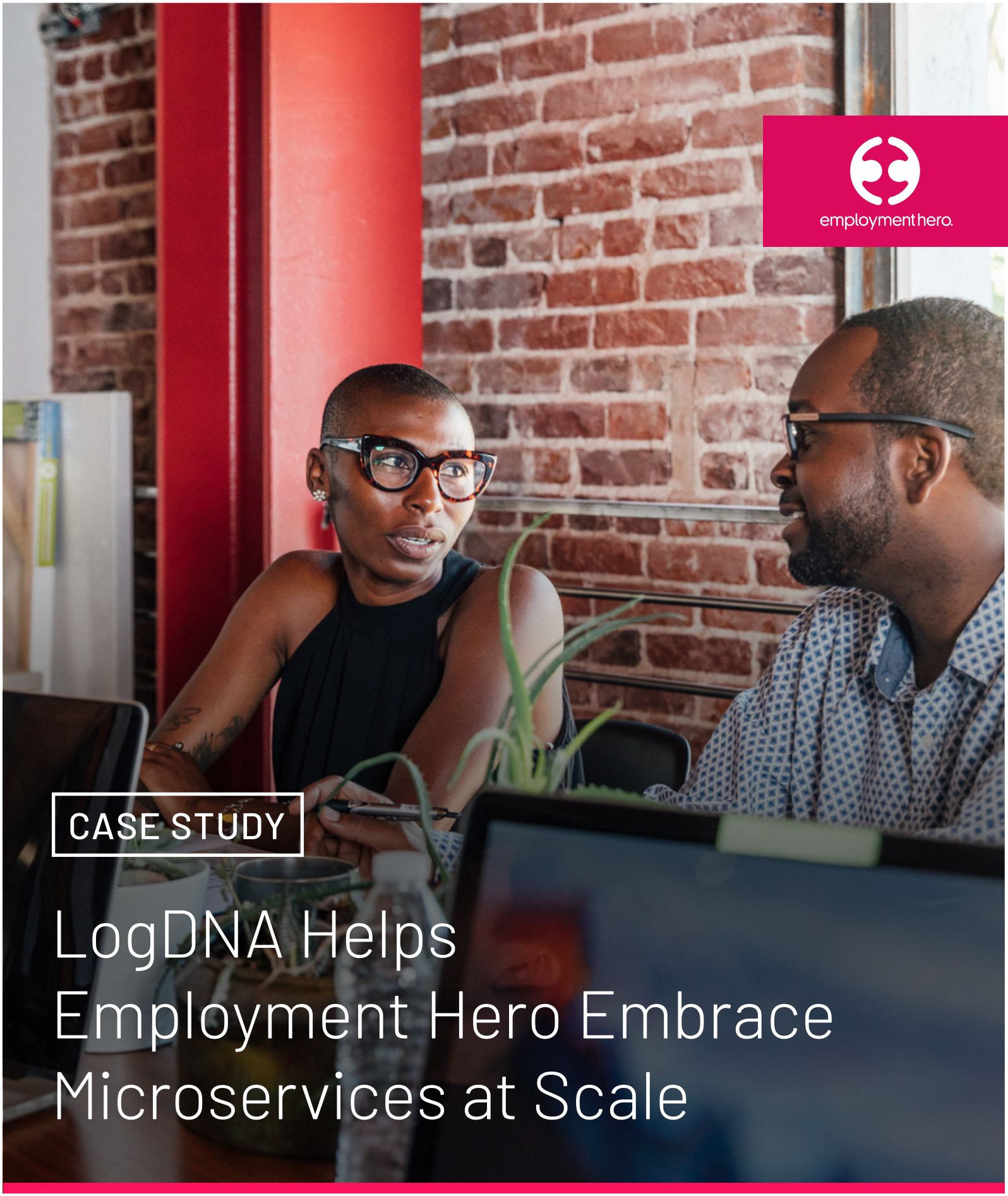

employment hero.

CASE STUDY

LogDNA Helps Employment Hero Embrace Microservices at Scale

logdna

Over the last five years Employment Hero has made the migration to microservices supported by Kubernetes. This has provided faster time-to-market, greater resiliency and release flexibility, and autonomy to Engineering teams working on different system components. During this process they faced a challenge familiar to many of today's businesses—they had to find a way to maintain visibility into their applications as they were broken out into multiple services spread across distributed architectures, while also increasing speed to market.

Employment Hero helps over 6,000 businesses and 250,000 users manage people, payroll and productivity. Their suite of fully integrated cloud-based software takes the hard work out of people management so employers can grow their teams and businesses with confidence. By offering robust support for collecting logs from across its distributed, microservices-based environment, while at the same time keeping costs in check, LogDNA helped Employment Hero modernize its log aggregation and analytics strategy alongside its applications so that the business can continue to scale.

Challenge: Managing Logs for Microservices

Employment Hero, which was founded in 2014, originally deployed a software stack composed of monolithic applications. It started refactoring those applications to fit a microservices architecture around 2017. At the same time, it made the move toward a Kubernetes-centric environment for hosting its applications.

The company's engineers quickly discovered, however, that the logging and monitoring solution they had in place at the time was not sufficient for managing microservices applications. The platform did not offer an easy way to collect logs within a distributed environment where each service stores logs in a different place, let alone analyze the logs efficiently. Tracing user requests across the logs of multiple services was difficult, and there was no support for live tailing logs to track the latest activity.

As Luong Vo, Platform Engineering Manager at Employment Hero, explained, "We needed the logging system to be scalable, easy to search, accurate in time, and support live tailing," and the existing logging solution didn't do that.

At first, Luong and his team experimented with using self-hosted Elasticsearch, Logstash and Kibana—the ELK stack—to meet their need for microservices-friendly log aggregation and analytics. However, "we found that we were spending too much time scaling Elasticsearch and maintaining the whole stack," he said, prompting them to search for a more user-friendly alternative.

User-Friendly Microservices Log Management with LogDNA

After evaluating other logging platforms, the Employment Hero team settled on LogDNA.

Among the biggest factors in their decision was LogDNA's out-of-the-box support for collecting and analyzing logs from Kubernetes clusters. That solved one of the key pain points engineers faced as they sought to manage logs for the applications that they had refactored into microservices. With the LogDNA platform, they were able to deploy a single tool that unified log management across their entire environment.

The fact that LogDNA collects logs using agents was an attractive feature, too, because it made logging easy to orchestrate. With LogDNA's language-agnostic log aggregation, there was no need to configure application-dependent logging services.

"When we started using microservices," Luong said, "LogDNA provided a solution that we could deploy right away and have it just work, without tinkering with each service in our system."

And, because LogDNA offers fast Live Tail and Search, Luong and his team are able to use the product to gain real-time visibility into all of their services, and to trace live transactions as they flow between services.

Cost-Effective Log Analysis and Management

LogDNA proved compelling for Employment Hero from a pricing perspective, too.

Not only is the pricing for LogDNA itself competitive, according to Luong, but the platform's support for Automatic Archiving helps the company save even more by reducing its hot storage costs in LogDNA.

Cost-Effective Log Analysis and Management

After making the migration to LogDNA, Employment Hero has enjoyed several concrete positive business impacts.

Developers are able to build new features more quickly and with confidence, thanks to their ability to use LogDNA to troubleshoot applications in staging as well as production. The company's Mean-Time-to-Resolve (MTTR) for support tickets has also remained steady even as its application environment has grown much more complex due to the switch to microservices, another advantage that Luong attributes to LogDNA.

"We are told by developers that when relying on LogDNA, they found the experience of debugging applications to be marvelous. The product just fits our use case, our mindset, and our budget beautifully."

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Thank You

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