

MicroStrategy uses Panopta to enhance their Cloud PaaS offering and offset high monitoring costs.

MicroStrategy's Cloud Operations Team

MicroStrategy's PaaS cloud solution services hundreds of customers, each with a wholly unique Azure or AWS software stack. Their use case requires monitoring to be configured at build, or orchestrated in bulk, presenting unique challenges to both their monitoring platform and their cloud operations team.

Lack of visibility, high costs, and custom metrics

With a team of more than 60 employees, and servicing more than 500+ customers, MicroStrategy needed a monitoring platform that could give them granular visibility into their customer environments, as well as a single view to see everything at once. Working with CloudWatch, they received some of the granularity they needed, but they lacked a top-level view which could show their engineers all their deployments at once and their metrics were limited.

MicroStrategy also faced a significant cost to gather the many custom metrics their systems offered which led to them looking for a platform that could give them the visibility they needed, without the added cost.

Highlights



500+ Customers



900+ Resources Monitored



1300+ Tickets per Week

"I want to operate a service, a cloud service, where I understand things in a predictive mode, in a predictable manner. I want to know about issues before my customer does, so I can take action on it and my customer is not affected. That's the main reason I bought Panopta."

-Roshan Popal, Senior Vice President of Cloud Systems Engineering

Introducing Panopta

In need of multi-cloud support, Microstrategy needed an agnostic monitoring system which could show them all of their deployments at once, across every platform they worked with. When challenged to find a lower cost monitoring platform which still gave them everything they needed, MicroStrategy turned to Panopta.

Using Panopta's automated deployment features and templates, Panopta gave engineers on MicroStrategy's cloud team an easier way to send their custom collectors to the agent which they no longer had to maintain, since Panopta did that for them.

Not only did the Panopta platform ease deployment pains, it offered the opportunity for more functionality, allowing MicroStrategy to provide their customers with better service. With the addition of Panopta's top-level dashboards, status pages, and the ability to ingest MicroStrategy's custom metrics gave engineers a much more detailed view of their deployments, ultimately serving customers better.

Providing Predictability

Having the high level views of deployments, and automated reporting features made it easier for senior management to understand where they can adjust resourcing. MicroStrategy's cloud operations team was dealing with 1300+ support tickets per week, which presented management with a scalability issue.

"How do I reduce noise and create bandwidth from a management perspective? Which creates space in the budget for me, or it helps me retain people. People get burned out, 1300 tickets per week is almost 200 a day. We needed a way for the system to heal itself." -Roshan Popal, Senior Vice President of Cloud Systems Engineering

Using Panopta for reporting, and to view all their deployments in a single location, Roshan and the leadership team at MicroStrategy are able to better prepare their team for the number of tickets they're dealing with. In addition, they're able to strategically implement Panopta's automated diagnostics and remediation to help take some of the more tedious work off their engineers, allowing them to focus on more impactful tasks.

"The business justification was also enhancing our services. We wouldn't change our monitoring just to save cost. Panopta actually gave us a lot more functionality."

**-Mark Starbuck, Director
for Cloud Systems Engineering**

MicroStrategy