



Case Study

## Brightworks

Brightworks uses Logentries to centralize critical log streams from across servers, applications and end users and to identify performance problems in real-time.

**Use Case:** Troubleshooting & Diagnostics, Application Performance Monitoring **Industry:** IT Ops Services

### About Brightworks

Brightworks is an IT services company offering complete end-to-end IT management to small and mid-sized enterprises and monitoring as a service to other IT departments.

*“We have to fix anything that breaks very quickly, and ideally not let it break in the first place. Logentries dramatically decreased our time to resolution because we can see the log data much more clearly and quickly.”*

- Doug Miller, CEO, Brightworks

### Challenges

Brightworks has built its business on providing unlimited remote and onsite IT support to enterprise IT Operations teams. With a flat, per user, per month pricing structure, they can't afford to spend a lot of time “break-fixing,” so monitoring and pro-active problem identification are critical to their business. “We have to fix anything that breaks very quickly, and ideally not let it break in the first place,” says Doug Miller. “We must watch everything in the IT environment very closely so we know ahead of time if something is going to go haywire. If it does, we need diagnostic tools that tell us very quickly what is wrong.”

Trying to gain visibility into the most relevant logs, scattered across servers, clients, and locations was a time-consuming task that was ultimately impacting the bottom line.

The Brightworks team also knew that their customers really care about application performance and the level of service their apps are providing to end users. Miller and his team knew his business depended on their ability to monitor, track and troubleshoot application issues in real-time, before they reached the end users.

## Solutions

Miller wanted to identify the mission critical “footprints” within the log data that would tell them if everything was working the way it was supposed to be. For example, with a database-driven application there are certain processes that run periodically to assure ongoing performance and he knew that with real-time log monitoring, he could find out right away if something changed or did not occur.

After assessing a few different options for tracking application performance, Miller and his team selected Logentries because of the real-time alerting on exceptions, custom tags, and anomaly detection. “Also, we chose Logentries,” Miller says, “because of the very high level of interaction and customer support we received from the Logentries team, from Support to the Founder.”

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Today, when something goes wrong, Logentries automatically sends a real-time alert to Zendesk, which shows up as a ticket. Or, sends log data directly into PagerDuty for more urgent issues typically related to network connectivity. “The logging data is very valuable in pointing to the error or specific issue,” says Miller. “This enables us to zero-in very quickly.”

Logentries provides Doug and his team with complete visibility across all servers, apps and end users and, today, saves them time in pinpointing and diagnosing issues. “Logentries dramatically decreased time to resolution because we can see the log data much more clearly and quickly. Logentries has enabled us to prevent issues that would have occurred in the past,” says Miller. “We can very easily set up new clients, and monitor all of them from a single account.”

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