Scaling Work-Based Learning with a Cloud Data Platform for Log Analytics

ABOUT REVINATE'S GUEST DATA PLATFORM

Revinate is the global leader in guest data management and intelligence, bringing hotels closer to their guests. Founded in 2009, Revinate counts tens of thousands of the world's leading hotels as customers and has won numerous awards for its software as a service (SaaS) solutions, including 2019 and 2020 Top Rated Email Marketing and CRM Product by Hotel Tech Report.

THE CHALLENGE

With their data growing daily, the cost of the ELK stack was rising and stability was getting worse and worse

Constantly adding extra Elasticsearch data nodes, spending a lot of time reindexing and allocating shards, and often had issues with data fields causing re-indexing which slowed down the entire cluster

ELK stack replacement had to be cheaper and easier to manage (lots of time dedicated to keeping ELK stack up and running)

Needed to maintain ease of use of Kibana so minimal retraining would be required

Several competitors investigated had steep learning curve for power users and higher price projections

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REVINATE

Industry
Travel

Headquarters
San Francisco, CA

Key Results
· Extra engineering cycles freed up

· Huge monthly savings compared to hosting ELK stack on top of Amazon Elastic Compute Cloud (Amazon EC2)

· Drop-in reliable solution in existing Amazon Simple Storage Service (Amazon S3) environment

· Seamlessly scales along with their data

"ChaosSearch® has been a right-fit solution for us. We have a reliable platform that 'just works' without our intervention or care—with incredible support to back it. This is one of the few products that simultaneously delivers real cost savings with real increases in productivity.

With the team at ChaosSearch as our partner, we don't have to worry about the reliability of our log data or management. We are realizing extra engineering cycles internally to focus on product features that differentiate us—the way it should be."

Jason Standiford
VP of Engineering at Revinate

THE SOLUTION

- ChaosSearch indexing technology provided the easy scalability and high performance Revinate needed with disruptive pricing
- ChaosSearch was an easy choice as it utilizes Revinate's own Amazon S3 environment directly, without data movement
- No new agents had to be installed
- No one had to be trained on a new UI—ChaosSearch was essentially a drop-in solution, easily adopted by both power workers and less frequent users
- ChaosSearch was easy to evaluate as the log data was already being shipped to Amazon S3

CHAOSSEARCH® RESULTS

Outages of old ELK stack are gone—ChaosSearch has been a totally functional, reliable platform that has not caused interruptions to business

Continued product improvement and differentiation due to additional available engineering cycles

No need to re-index or shard

Internal customers in engineering and the business have had a reliable platform to search through and visualize business events

> "When we laid out all of the potential solutions, ChaosSearch was an easy choice. All of our users were already familiar with the Kibana UI, implementation was a breeze, and ChaosSearch has been a drop-in solution from day one. Plus, their customer success team is extremely knowledgeable in managing the service, knows Kibana well and are experts on logging, search and visualization."

Jason Standiford
VP of Engineering at Revinate

ABOUT CHAOSSEARCH

ChaosSearch helps modern organizations Know Better® by activating the data lake for analytics. The ChaosSearch Cloud Data Platform indexes customers' cloud data, rendering it fully searchable and enabling analytics at scale with massive reductions of time, cost and complexity. ChaosSearch was purpose-built for cost-effective, highly scalable analytics encompassing full text search, SQL and machine learning capabilities in one unified offering. The patented ChaosSearch technology instantly transforms your cloud object storage (Amazon S3, Google Cloud Storage) into a hot, analytical data lake.

For more information, visit ChaosSearch.io, find us on the AWS Marketplace, or follow us on Twitter @ChaosSearch and LinkedIn.

info@chaossearch.com | www.chaossearch.io