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CASE STUDY

CareerBuilder Resolves Customer Issues 5x Faster with Scalyr



Summary

CareerBuilder chose Scalyr as their log management tool. After moving to the cloud two years ago, the team was looking to consolidate tools across their 250 person engineering organization. Scalyr's speed, performance and ability to scale without needing to manage infrastructure stood out as key differentiators in their evaluation process. As a customer facing product, being able to identify issues quickly helps CareerBuilder deliver a better customer experience for the millions of people who use their products and services each day.

About CareerBuilder

CareerBuilder is a global, end-to-end human capital solutions company focused on helping companies find, hire and manage great talent. Combining advertising, software and services, CareerBuilder leads the industry in recruiting solutions, employment screening and human capital management. It also operates top job sites around the world.

Customer Challenges

CareerBuilder moved to the cloud two years ago. During the transition, they allowed each engineering team to pick the tools they wanted to use - including log management tools. Recently, the Cloud Operations team evaluated all the existing tools being used (Sumo Logic, Splunk, DataDog, etc) and found that Scalyr stood out from the crowd. They found that with other tools they were testing, the more data they collected, the more the service slowed down.

Other solutions the team explored didn't provide true software as a service. The Cloud Operations team didn't want to worry about running out of capacity, managing infrastructure or being charged for overages with other vendors. They wanted a true SaaS product that could scale as the company grew and pumped more data into the system.



Results of using Scalyr

Scalyr was by far the fastest solution on the market for CareerBuilder. As a consumer facing product, any issues with their site are magnified 100x. Anything the team can do to shorten the time it takes to resolve an issue (particularly a customer facing issue) is money well spent and provides a better experience for their customers.

In addition to being fast, Scalyr is built to scale to large volumes of data. By being fully cloud based and able to scale infinitely, the cloud operations team at CareerBuilder doesn't have to worry about managing additional infrastructure. The way Scalyr is priced makes it simple

to use and doesn't punish the team for using the product more - you simply pay for the amount of data that you use.

By using Scalyr, the teams at CareerBuilder were able to resolve customer issues 5x faster than with other tools.

