



Greenhouse Software

Greenhouse Software Recruits Top Candidates with Powerful Log Data Performance

Organization

Greenhouse Software designs tools that help companies source, interview, hire and onboard the right talent. Headquartered in New York City, Greenhouse currently works with over 1,500 of the world's most innovative people-driven companies, including Airbnb, Slack, Oscar Health and more.

Industry

- Technology

Region

- North America

Size

- 190+ employees

Use Case

- Monitor and Troubleshoot
- Security and Compliance

Business

Greenhouse provides software to help optimize the entire lifecycle of the recruiting process including finding ideal candidates, conducting more focused interviews, and making data-driven hiring decisions.

Challenges

Greenhouse's internal log-management system was difficult to maintain and wasn't able to scale with the company's rapid growth. Greenhouse was looking for a way to get the insight it needed from its log data to keep its software services optimally running, and to troubleshoot issues as soon as possible to minimize impact to its end users.

Solution

Greenhouse chose Sumo Logic's cloud-native data analytics platform to gain full stack visibility and real-time insights from its AWS cloud platform including AWS CloudTrail and Amazon VPC Flow Logs data.

Results

- Engineers rely on Sumo Logic to centralize and analyze log data from its systems and applications to quickly diagnose and remedy any issues.
- Swift resolution of software services issues such as unplanned spikes in web traffic that might have otherwise been much harder to identify and remedy the root cause.
- A scalable logging platform that easily connects to Greenhouse's cloud and cloud services, requiring minimal set up effort by Greenhouse's infrastructure team.



Introduction

Greenhouse Software is the recruiting optimization platform that helps companies to source, interview, and hire the best talent available.

Greenhouse works with such clients as Airbnb, Slack, Pinterest and Evernote, among many others.

As one would expect, the three-year-young company and its 190 employees generate a tremendous amount of system and application event data. Currently, Greenhouse Software's cloud runs nearly exclusively on the Amazon Web Services (AWS) cloud and platform, with significant data being generated by its network connections, servers, and applications.

Greenhouse Software needed a way to find the data that mattered most within its log files being created every second of every day in every transaction pertaining to latencies, performance metrics, trends, and critical events. But with applications, and cloud infrastructure on different platforms, that is no easy task. To achieve this would mean that Greenhouse could monitor all workloads, troubleshoot and increase uptime, and even save costs when it came to troubleshooting and remediating issues as they arose.

Because Greenhouse Software's infrastructure is cloud-based, the problem is getting to those logs and extracting the valuable insight needed to keep applications running smoothly and securely.

The need for scalable log data analytics

In an attempt to gather such data about the health and security of its core and mission critical applications such as Greenhouse Recruiting, Onboarding, and Analytics, Greenhouse used an internally built log analysis system that not only needed constant care and feeding but also had challenges scaling along with the rapid growth of Greenhouse's system and event data. "The system required a lot of work to maintain," says Dave Anderson, director of security and IT at Greenhouse Software.

"We decided to move to a system that would be able to analyze our logs without draining our time and resources to simply maintain," Anderson says. This is why one of the first tasks Anderson was assigned was to scale and improve that log analytics capability. "That's when I made the suggestion of Sumo Logic. It would be the perfect fit for us," he says.

Sumo Logic is the industry's secure, cloud-native, data analytics service that delivers real-time, continuous intelligence across the entire infrastructure and application stack. With Sumo Logic, Greenhouse gains a service model that automatically generates

dashboards from both its on-premise and AWS event logs and gain the insight it needs to quickly diagnose and fix system errors and service disruptions.

By centralizing its log data, Sumo Logic is able to securely collect terabytes of data with lightweight collectors and APIs from any data source in Greenhouse's stack. This enables Greenhouse to gain complete operations visibility and to proactively monitor its environment with live dashboards and alerts so that it can provide optimal end user experiences and reduce downtime by detecting and resolving issues in real time.

"Sumo Logic has proven itself to be absolutely essential to our operations because it provides us the root cause analysis we need to see how the application is behaving as it relates to a particular type of request across multiple virtual servers, rather than having to analyze each web platform manually, which is time consuming and inefficient."

Dave Anderson, Director of Security and IT, Greenhouse Software

Sumo Logic provides application insights and improves uptime

Currently, the primary use for Sumo Logic within Greenhouse Software is to help the development and engineering teams to better support the delivery of software services to their customers and improve the uptime and resiliency of those services. The engineers rely on Sumo Logic to analyze system and application events to diagnose and remedy any issues as quickly as possible. "Sumo Logic is especially helpful when our engineers are on production support, or when they're fielding problems from the customer support team – much more quickly than we could achieve manually," Anderson says.

Anderson explains that the development and engineering teams also use Sumo Logic to analyze application behavior as it pertains to specific user or system requests. "Sumo Logic provides us the root-cause analysis we need to see how the application is behaving as it relates to a particular type of request, rather than having to analyze each web application manually, which would be very time consuming," he says.



In addition to the time savings and the increased visibility into system events in their environment, Anderson appreciates how easily Sumo Logic's wide selection of data connectors and APIs integrates with all of the services he needs. "It's extremely important to us that Sumo Logic has easy and pre-set configurations and APIs to platforms such as Heroku or AWS," he says.

Currently, Greenhouse Software also is using Sumo Logic to improve security and will increasingly use Sumo Logic for security analytics and attack response. Additionally, because Greenhouse Software provides a bug bounty, its website receives a high level of attention from application security researchers and bug hunters. "We are using the analytics from Sumo Logic to swiftly understand what is going on when a researcher is assessing our site, or when we are really under attack," Anderson says.

In the near future, Anderson plans to expand their use of Sumo Logic when it comes to security to create a highly customized centralized dashboard for security and incident response. "It's going to be a very important tool for us when it comes to data security analytics," he says.

With Sumo Logic's ability to remedy security incidents and provide root cause analysis of application issues, improve system resiliency, and shorten application downtime, Greenhouse's move to Sumo Logic has proven a big success. "Sumo Logic has proven itself to be absolutely essential to our operations and will only become more so in the future," Anderson says.

About Sumo Logic

Sumo Logic is a secure, cloud-native, machine data analytics service, delivering real-time, continuous intelligence from structured, semi-structured and unstructured data across the entire application lifecycle and stack. More than 1,000 customers around the globe rely on Sumo Logic for the analytics and insights to build, run and secure their modern applications and cloud infrastructures. With Sumo Logic, customers gain a multi-tenant, service-model advantage to accelerate their shift to continuous innovation, increasing competitive advantage, business value and growth. For more information, visit www.sumologic.com.