

# How OpenPayd unified its tech division on Sumo Logic

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## Results at a glance

- 80% reduction in mean-time-to-detect (MTTD) and mean-time-to-respond (MTTR)
- Two hours saved per security investigation
- Reduced manual audit log collection from two weeks to one day
- Consolidated the whole technology division onto one platform

## PRODUCTS

Sumo Logic Intelligent Operations Platform, Cloud SIEM

## USE CASES

Security, threat detection, compliance monitoring, and observability

## ENVIRONMENT

Multi-cloud (GCP and Azure/Microsoft 365)

## Challenge

### **As a regulated fintech platform operating across fiat and digital asset markets, OpenPayd was caught between two competing demands: speed and security.**

OpenPayd was growing fast, with new markets, new engineering teams and a fully cloud-based microservices architecture scaling underneath it all. The security and operational tooling was fragmented and couldn't keep pace with growing demand.

Security bore the brunt. No central way to correlate events across a sprawl of point tools, understand system dependencies, or get ahead of threats. Investigations meant pivoting across dozens of dashboards. Compliance was largely manual, and gathering audit logs alone took two people two weeks. The environment kept growing, but visibility didn't.

Mariya Harseva, Director of Platform and Security, describes the state before Sumo Logic: "Before implementing Sumo Logic, we lacked a unified, centralized observability platform, which made it difficult to correlate data and understand system dependencies. Our approach was largely reactive, and investigations were significantly more time-consuming. Without clear visibility into patterns, drawing accurate insights and conclusions was a challenge."

OpenPayd needed a platform that could address their immediate security and compliance needs while growing with the business. Their ideal solution would support compliance across multiple jurisdictions and eventually give every team across the technology division a single, fast view of what was happening across their environment.

And they achieved that with Sumo Logic.

#### INDUSTRY

Fintech

#### ABOUT

OpenPayd is a rails-agnostic platform that enables businesses to move and manage money globally – across fiat and digital assets – through a single, powerful API. OpenPayd provides embedded accounts, FX, domestic and international payments, Open Banking, and stablecoin on/off ramps – delivering interoperability between traditional finance and digital assets. With one of the most comprehensive banking networks in the market, OpenPayd enables real-time money movement, everywhere. Trusted by global brands including eToro, Kraken, OKX, and B2C2, we process more than \$240 billion in annual volumes for over 1,100 businesses. OpenPayd is the infrastructure layer powering the next generation of financial services.

## Solution

OpenPayd adopted Sumo Logic to solve two immediate problems: centralize security monitoring and simplify compliance across multi-jurisdictional audits. By ingesting data from across their cloud infrastructure into a centralized platform, Sumo Logic Cloud SIEM provided the unified visibility the team needed to move quickly without sacrificing governance.

But the relationship quickly became something more than a solution purchase. From the start, the Sumo Logic team worked closely with OpenPayd to ensure the platform delivered real value, and this collaboration continues to this day, with a partnership that has deepened over the past five years.

For Harseva, the quality of that partnership has been as important as the technology: “We found a true partner in the Sumo Logic team. Their documentation, expertise, and guidance played a vital role in our success. Our Customer Success Manager has built a strong, trusted relationship with us, consistently ensuring we have access to the right resources needed to move forward and achieve our goals.”

## Results

### A single platform for the entire tech division

As OpenPayd’s environment evolved into a fully multi-cloud architecture, Sumo Logic evolved with it. What began as a security and compliance solution became the single pane of glass for the entire technology division.

The scale of that transformation shows in how the platform is used today. In the early days, Sumo Logic was primarily a compliance and audit tool, deployed in Azure and used by a small security team. Today, it’s the operational backbone of the entire technology division, spanning multi-cloud production, real-time security operations, performance monitoring, and zero-downtime deployments.

### CUSTOMER EXPERIENCE

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**Mariya Harseva**

Director of Platform & Security  
OpenPayd

## Real-time visibility across security and operations

Speed has been the defining outcome at every stage of OpenPayd's Sumo Logic journey. Fast visibility. Fast detection. Fast investigations. Fast delivery. In a regulated fintech environment where SLAs are non-negotiable, and threats can't wait, Sumo Logic gives the team the real-time awareness they need to act before issues reach customers.

The security team now operates with an 80% reduction in mean time to detect (MTTD) and mean time to respond (MTTR) compared to its pre-Sumo Logic baseline, and analysts save roughly two hours per security investigation. These metrics have remained consistent even as the platform expanded to support the entire technology division.

For Harseva, the shift from reactive to proactive has been fundamental. "Since adopting Sumo Logic, our security posture has shifted from largely reactive to proactively managed and intelligence-driven. With Sumo Logic in place, we now have unified, real-time visibility across our environment. This has significantly improved our ability to detect anomalies early, understand system behavior, and respond to potential threats before they escalate. The most meaningful outcomes include faster incident detection and resolution, improved root cause analysis, and greater confidence in maintaining our SLAs."

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OpenPayd

## Compliance and governance at scale

As OpenPayd expands into new markets and regulatory environments, Sumo Logic plays a critical part in their compliance strategy. Processes that required significant manual effort are now drastically shortened. Audit log collection, which once took two people two weeks to complete, can now be accomplished in a single day.

Regulatory requirements have grown more complex, including those related to data sovereignty and regional governance. The platform has scaled to meet them, providing consistent monitoring across their GCP and Azure environments.

Data sovereignty is increasingly central to how OpenPayd thinks about compliance. “Regulatory requirements increasingly demand stronger control over where data is stored, processed, and accessed,” said Harseva. “Maintaining regional compliance is essential not only for governance but also for preserving customer trust. Sumo Logic has helped us achieve centralized observability and consistent security monitoring across distributed environments, improving our ability to detect issues quickly while maintaining compliance and operational efficiency.”

## Business value through trust, scalability, and growth

From an executive perspective, the value of Sumo Logic at OpenPayd shows up across the entire business, not just in security metrics. Faster detection and proactive incident resolution have reduced the likelihood that undetected issues will impact customers, reinforcing confidence with clients and regulators alike. Consistent monitoring across a growing multi-cloud environment means engineering and security teams can grow the business without a corresponding rise in complexity.

“Centralized observability has become a key enabler for operating a highly distributed, high-performance infrastructure,” said Harseva. “This allows engineering and security teams to scale operations without a proportional increase in overhead or risk.”

Harseva frames it as a shift from constraint to enabler. “By embedding security and observability into the platform, we reduce friction in releasing new features and entering new markets while maintaining compliance and resilience. Ultimately, this creates a secure foundation that supports sustainable business expansion rather than constraining it.”

## CUSTOMER EXPERIENCE

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Director of Platform & Security  
OpenPayd

# A more automated, intelligent SOC with Dojo AI

Having built a strong observability foundation, OpenPayd is now focused on the next evolution: moving from reactive monitoring to predictive, AI-driven operations. As the platform continues to scale in complexity, the team sees Dojo AI as the critical next step to reduce cognitive overload, accelerate investigations, and enable the proactive security posture that a global fintech platform demands.

For Harseva, AI is the natural next layer on top of the observability platform OpenPayd has built: “AI is becoming a key part of our security strategy as our environments continue to grow in scale and complexity. Traditional reactive approaches are no longer sufficient. We are focused on using AI to improve visibility, accelerate decision-making, and enhance operational efficiency.”

Dojo AI’s impact will be felt most in how teams work day to day. “We see Dojo AI helping teams transition from reactive monitoring to more predictive and intelligent operations. Its ability to automate analysis and accelerate investigations can significantly reduce incident response times. AI also helps reduce cognitive overload by prioritizing signals and identifying anomalies earlier, allowing engineering and security teams to focus more on strategic improvements rather than repetitive operational tasks,” said Harseva.

## CUSTOMER EXPERIENCE

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### Mariya Harseva

Director of Platform & Security  
OpenPayd

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