Challenges

Modern application complexity continues to increase - As organizations migrate to the cloud, new applications and adoption of microservices architecture introduce complexities that often slow progress and hinder operations staff. The average organization has 26 unique AWS services per environment spanning 2 different regions across at least two separate AWS accounts. Left unchecked, the sheer number of services can result in tool sprawl, service sprawl, and data silos making observability and troubleshooting a challenge.

Architecture complexity confounds troubleshooting - During an application or service incident, thousands of microservice and infrastructure metrics might signal that there is a problem making it impossible for an on-call user to isolate probable cause. Troubleshooting is hindered by siloed data stores and complex service dependencies inevitably impacting MRRT, and by extension, the end-user experience.

By improving observability, Sumo Logic can help companies accelerate cloud adoption by gaining the benefits that come with it such as improved feature velocity, reduced management overhead, and cloud-scale economics.

Product overview

Sumo Logic’s Continuous Intelligence Platform (CIP) for AWS Observability enables visibility of AWS environments in a single-pane-of-glass while accelerating troubleshooting by surfacing Events of Interest correlated with application incidents using the Root Cause Explorer.

The Sumo Logic AWS Observability Solution is built on the industry’s first cloud-native, Continuous Intelligence Platform, enabling organizations to automate the collection, ingestion and analysis of application, infrastructure, security and IoT data to derive actionable insights within seconds. Built with a security-first principle in and for the cloud, the Continuous Intelligence platform allows organizations to more rapidly deliver reliable applications and digital services, protect against modern security threats, and consistently optimize their business processes in real time. This empowers employees across all lines of business, development, IT, and security teams with the data and insights needed to address the technology and collaboration challenges required for modern business and achieve greater business agility.

Product features

Out-of-the-box AWS Observability solution - Built from the ground up for the AWS management, monitoring, and troubleshooting

Root Cause Explorer - Accelerate incident resolution and minimize downtime

AWS Observability - Unified visibility across accounts, regions, services and entities
How it works

Sumo Logic’s AWS Observability solution pulls in data across key AWS services and accounts to give a unified view of AWS environments. Easily navigate from overview dashboards into account, region, availability zone, or service-specific views. Intuitive navigation ensures teams can quickly resolve issues, minimize downtime, and improve system availability.

How are AWS customers leveraging Sumo Logic for Observability?

5x reduction in troubleshooting time with intuitive navigation and search across AWS hierarchies (account, region, service)

Automated setup discovers AWS hierarchy, configures data collection, and installs out-of-the-box dashboards and alerts for 9 AWS services in less than 15 minutes

50% reduction in alert noise with automatic telemetry enrichment and correlation that provides the right context to diagnose problems
# What our customers are saying

## Sumo Logic Helps Medidata Democratize Access to their Machine Learning Data

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<th>Challenge</th>
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| Medidata was generating a tremendous volume of logs from its systems and needed to democratize access to its Machine Learning data as a critical precursor towards increasing the quality and availability of its SaaS offerings. | Medidata incorporated Sumo Logic’s solution into its technology portfolio. As part of this initiative, the company aggregated all machine data into a central location. This made it possible to derive meaningful insights from these logs via dashboards, alerts, and custom-built applications. | • Endeavor became widely popular across multiple organizations within the company.  
• By positively impacting hundreds of users, Sumo Logic is now an integral part of Medidata’s daily activities.  
• Sumo Logic helps Medidata identify and correct problems more quickly and accurately.  
• Medidata’s customers are now able to bring their lifesaving solutions to patients faster and at a lower cost. |

> “Users throughout our organization benefit from the insights we’re continually extracting from Sumo Logic’s centralized machine data repository.”

Isaac Wong, VP Platform Architecture and User Experience, Medidata

## About Medidata

Medidata is leading the digital transformation of life sciences, with the world’s most-used platform for clinical development, commercial, and real-world data. Powered by artificial intelligence and delivered by industry experts, Medidata helps pharmaceutical, biotech, medical device companies, and academic researchers accelerate value, minimize risk and optimize outcomes. Medidata and its companies, Acorn AI and Shiffler, serve more than 1,300 customers and partners worldwide and empower more than 150,000 certified users every day to create hope for millions of patients.

## 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. Nearly 2,000 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.

Solution available in [AWS Marketplace](https://aws.amazon.com/marketplace/details/sumologic/sumologic)