



TechOnline - Case Study

“XpoLog helps us use our log data to deliver value back to our customers”

Summary

TechOnline is an innovative new technology services company offering a low cost, subscription based computer management service to meet the computer risks and needs faced by micro/small businesses. TechOnline's service focuses on proactively managing and maintaining computers for a fixed price, rather than waiting for them to fail and charging an hourly rate. To achieve this, the TechOnline service works remotely, is automatic and delivered each and every day, covering computer security, backup and helpdesk – just like a large corporate IT department servicing their users

The Challenge

TechOnline's business is delivering managed services to small business and our success requires us to scale to hundreds and hopefully thousands of individually managed computers. For each computer logs are retrieved for each of the managed applications. Five applications and 1,000 computers mean 5,000 logs. To make any sense of these logs we must be able to do automated analysis. We started out developing custom scripts to parse each of the different types of logs and produce summary reports. This approach is limited to fairly simple analysis, makes ad-hoc analysis difficult and requires coding changes to the script if a different type of log has to be analyzed

The Solution

XpoLog now allows us to do much more complex analysis, and more importantly if we have a need to do any type of ad-hoc analysis, we can do it on the fly. In addition we can change the applications we manage or add new ones without the need for a lot of effort to setup the required log analysis

The business benefits

Using XpoLog allows for better log analysis, greater flexibility when carrying out ad-hoc investigations and reduced effort to setup analysis for new types of logs. In many cases we are able to do ad-hoc investigations in 10% of the time it used to take.

The effort in setting up analysis for a new log has been reduced by 70%!

