

INTRODUCTION

Rancher Labs is a next generation cloud orchestration platform focused on Docker container management. The company has two open source projects, Rancher and RancherOS. Rancher is a management platform that provides integrated infrastructure services such as networking and storage for Docker environments. RancherOS is a lightweight Linux distribution that enables Docker to run directly on top of the Linux Kernel.

LIFE BEFORE SYSDIG CLOUD

Before Sysdig Cloud, Bill Maxwell, DevOps Lead at Rancher Labs, and his team relied on SSHing (Secure Shell) into all of their servers when troubleshooting bottlenecks and performance issues. Next, they would analyze log streams and system statistic tools on multiple hosts and containers. It was difficult for the team to get visibility into the interactions between containers and the rest of the infrastructure. If they ended up finding something worth exploring, the data points from across different tools needed to be analyzed and manually correlated together, which required valuable time and effort. "The workflow before Sysdig Cloud was very manual and painful, plus you always had to be physically present when investigating," said Maxwell.

Performance issues had the potential to impact Rancher's ability to present a polished product to their end users, meaning addressing these issues in a streamlined way was critical to the business.

CHOOSING SYSDIG CLOUD

When evaluating tools, Rancher had several key criteria for a monitoring solution:

1. DEEP VISIBILITY

As a container first company, Rancher needs the ability to analyze a containerized environment. Both the quantity and quality of data were important in order to understand the health of their infrastructure.

2. EASY SET UP IN A CONTAINERIZED ENVIRONMENT

Running containers typically complicates monitoring deployments. They wanted to get visibility without additional configuration or intrusive instrumentation.

WHY SYSDIG CLOUD?

- Deep visibility into containers
- No config container support
- Robust alerting

KEY BENEFITS

- Eliminated blind spots
 - Holistic view of containerized environment
 - More efficient troubleshooting
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3. REALISTIC ALERTS

The monitoring solution needed to have the ability to set meaningful alerts that were accurate, without creating unnecessary noise that his team needed to sift through constantly. Being able to alert on container properties and metrics was a plus.

4. SINGLE PANE OF GLASS

At the end of the day, Maxwell was trying to move away from a disjointed workflow with disparate tools to a holistic view of his containerized infrastructure.

Sysdig Cloud addressed all of these key criteria and is now Rancher Labs' container and infrastructure monitoring solution.

LIFE AFTER PURCHASING SYSDIG CLOUD

Sysdig Cloud has provided Maxwell's team with deep visibility and a consolidated view into Rancher's containerized environment. "When we first deployed Sysdig Cloud alongside our containers, it was like we saw what was really happening across our whole environment for the first time," said Maxwell. Plus, with Sysdig Cloud's historical replay capabilities, Maxwell's team is able to retroactively investigate performance bottlenecks after the fact, giving them the flexibility to address issues on their own schedule. "Sysdig Cloud has made our troubleshooting process much more efficient: it used to take hours, and now it's down to minutes. It definitely makes the conversations we have about performance a lot easier."

Bill's favorite part of Sysdig Cloud? "I love being able to automatically see and correlate external services to events happening in servers and in containers. Seeing request-level metrics inside containers is a really cool way to analyze system health."

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QUOTES

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