

# Out of the dark: Observability shines the light on SAP's multi-cloud environment



## Challenge

As the world of work rapidly evolves, SAP Fieldglass has been at the forefront of helping hundreds of the world's largest companies transform and optimize how they find, engage, and manage external talent and contingent workforces with their Vendor Management System (VMS). Part of the SAP family, SAP Fieldglass has the largest footprint in the VMS space, with cloud-based solutions that help enterprises manage talent into the millions across 180 countries, priding itself with a 99% customer retention rate.

Established in 1999, Fieldglass has served mainly the U.S. and European markets. Recently, there has been a shift in their growth pattern, with demand snowballing in regions outside their existing areas of business.

Scaling to meet the requirements of their expanding customer base was a mammoth challenge. The increasing data residency demands of their constantly growing clientele were proving too much to handle for the legacy model of operations and deployment SAP Fieldglass had in place. This drove the decision to transition from SAP-operated on-premises data centers to a multi-cloud approach with hyperscalers to accommodate sharp changes in data volume and requirements—moving from virtual machine (VM) architecture to Kubernetes, from a legacy IT mindset to DevOps-oriented Agile delivery.

With this drastic shift, SAP Fieldglass sought an observability solution that could support their transition to ensure reliability, performance, and security both internally and for millions of end-users.



## Solution

SAP Fieldglass chose Sumo Logic to provide the continuous monitoring and security intelligence required in their ongoing transition.

Michael Basil, Enterprise Systems Engineer at SAP, shared that Sumo Logic's powerful search and analytics engine was a huge draw. They sought a solution that would provide high-quality models with robust dimensions out of the box, allowing their highly skilled teams to focus on development and targeted problem-solving.

Company



Industry

**Enterprise Software**

Environment

**Multi-Cloud/Hyperscalers**

Sumo Logic Products

**Application Observability**

**Software Delivery Optimization**

**Audit & Compliance**

Use cases

**Application Modernization**

**Industry & Regulatory**

**Audit & Compliance**

Results

**Observability solution supported the transition from on-prem to multi-cloud**

**Reduced time spent investigating operational and security issues**

**Demonstrated compliance readiness across various industries and regions**

**Improved ambitious KPIs for application performance**

Dan Dycus, VP for Cloud Native Compute at SAP Fieldglass, noted that Sumo Logic had all the components necessary to collect, ingest, and connect data already packaged and ready to go.

## Results

Since SAP Fieldglass serves global organizations with millions of end-users, ensuring reliability as they transition is vital—from availability, performance, and security. Sumo Logic provided SAP with an easy-to-implement solution to monitor and visualize data, allowing engineering teams to develop and release updates to the SAP Fieldglass app more efficiently.

Sumo Logic Application Observability is part of a suite that helps SAP Fieldglass target and surpass ambitious availability goals in their Kubernetes infrastructure while maintaining page load speeds—critical KPIs for the team. On the security side, with a customer base made up of primarily Fortune 500 companies, SAP Fieldglass deals with ISO, SOX, C5, and a litany of different frameworks around compliance and security requirements for their operations.

### Embracing change with a smooth implementation

With such a significant change in their operations, there is a continuous campaign for internal training and capacity building at Fieldglass. “This transition was like breaking bones for the department,” Dycus shared. The ease by which Sumo Logic was picked up and implemented by their teams was fundamental in the success of their shift. Alongside creative solutions like gamification and development of internal “Kubernauts,” implementing an observability solution that wouldn’t further complicate and increase workloads was key. Collecting and centralizing data into the Sumo Logic platform from various hyperscalers used by their customers was straightforward.

### A more resilient and automated system

An aim of SAP Fieldglass in its transition was to shift away from a previously reactive approach to issues. “When I think of observability, I think about turning on the lights. The system is becoming more resilient, more automated, healthier. Awareness allows us to shift from chasing things around trying to figure out what the problem is, to a proactive health stance that supports our design, build, run mantra and being accountable for what we deliver,” Basil shared.

With Sumo Logic, Fieldglass teams have visibility into various layers. Now different parts of their stack were readily accessible on Sumo’s customizable dashboards, providing observability at cloud-scale. They’re able to focus on addressing issues and discovering new opportunities instead of chasing down problems, even as the amount of data generated internally and by their customers grows.

**“With Sumo Logic, the quality of the product, it is just mega-powerful. The search and analytics engine is a huge draw.”**

**Michael Basil**

Enterprise Systems Engineer, SAP

### Compliance at scale

Operating on-premises data centers in the past decades, Fieldglass is used to needing an army of tools for compliance. As they move to the cloud, Sumo’s cloud-native platform—with broad integration support and pre-built reports—provides Fieldglass with the real-time data monitoring, analysis, and reporting required for maintaining and demonstrating continuous compliance readiness across various compliance frameworks for different regions and industries.

### Accelerated alert intelligence

Dycus said that their teams found Sumo’s UI very easy to use, which was instrumental in their choice to go with Sumo. And with the same level of ease as implementation, navigating within the Sumo Logic platform provided immediate time-to-value for Fieldglass teams. Gaining insight into their data enabled them to make data-driven decisions and reduce time spent investigating operational and security issues. Alert fatigue was also directly addressed as teams can rely on Sumo’s machine-learning algorithms working 24/7, sending actionable alerts when there’s a remarkable event or a problem that requires immediate attention. Armed with efficient and actionable data analytics, they were able to improve their ambitious reliability targets.

Using Sumo Logic has also freed up engineering person-hours used to support other Fieldglass stakeholders. The ease of use empowered other personnel to access powerful analytics, create searches, and view search results in Sumo with little to no assistance.

### Excellent support

Instrumental to the success of the partnership between Fieldglass and Sumo Logic is strong vendor support. Sumo was singled out at the evaluation stage due to its commitment to forge trusting relationships with vendors. “We found Sumo to be really attractive in that they had an excellent customer service model,” Dycus shared. “They’re very willing to help us through this (transition).”

## Looking ahead

Fieldglass is committed to making more strides in their transition to the cloud--with observability in mind. As they continue moving on-premises workloads into hyperscalers, their teams anticipate new security and observability challenges.

“We’re excited to see things like OpenTelemetry come into view as we start to have higher levels of integration at a platform and application level that we need visibility into. And I think seeing our way through that with some additional AI and ML capabilities is vastly important for us to help really focus on the data that’s most important to the business,” Dycus said.

Another area of interest for SAP is looking into the human effect of mass amounts of data, with the aim of creating super high signal monitoring environments that allow them to get as much actionable information out of data, further reduce alert fatigue, and, ultimately, guide them in making the best decisions as they scale.

Sumo Logic is dedicated to further supporting SAP Fieldglass as they continue with their transition.

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**Dan Dycus**

VP for Cloud Native Compute, SAP Fieldglass

## About Sumo Logic

Sumo Logic Inc., (NSDQ: SUMO) is the pioneer in continuous intelligence, a new category of software, which enables organizations of all sizes to address the data challenges and opportunities presented by digital transformation, modern applications, and cloud computing. The Sumo Logic Continuous Intelligence Platform™ automates the collection, ingestion, and analysis of application, infrastructure, security, and IoT data to derive actionable insights within seconds. More than 2,100 customers around the world rely on Sumo Logic to build, run, and secure their modern applications and cloud infrastructures. Only Sumo Logic delivers its platform as a true, multi-tenant SaaS architecture, across multiple use-cases, enabling businesses to thrive in the Intelligence Economy. For more information, visit [www.sumologic.com](http://www.sumologic.com).

