

Hyphen Group Streamlines DevOps for Real-Time Observability and 8x Faster Infrastructure Deployment

Key Challenges

As continued business growth created increasing complexity in Hyphen Group's IT environment and cross-functional processes, tracking errors effectively and resolving issues efficiently became more difficult.

Key Results

Data-driven observability improves visibility into complex systems, which has enhanced DevOps collaboration, enabled automation at scale and accelerated troubleshooting and infrastructure deployment.



Industry: Financial Services

Solutions: IT Operations, DevOps, Platform

Observability is vital to running a high-functioning DevOps organization.

Hyphen Group, a leading financial technology company in Southeast Asia, wanted to bridge the gap between software development and IT operations by boosting its DevOps pipeline. To achieve this goal, however, cross-functional teams across engineering and infrastructure operations needed a better way to communicate and collaborate.

Especially after the group acquired personal finance community platform "Seedly," it had to produce more code and deploy additional infrastructure to cope with new product launches. But the lack of DevOps visibility made it difficult to run a more complex IT environment. To make problem-solving more efficient and remove pressure from teams, Hyphen Group needed an observability platform that could proactively uncover issues across the entire frontend and backend stack while improving directed troubleshooting. That's why they turned to Splunk Observability Cloud.

Real-time monitoring resolves issues in minutes, not hours

Before Splunk, diagnosing and resolving issues in Hyphen Group's increasingly complex environment were daunting tasks. "My heads of engineering had to come in at 2am or 3am because they were the only ones who knew how to dig through the error logs," says Shannon Murphy, chief technology officer at Hyphen Group. These complexities meant that troubleshooting critical problems — such as major infrastructure outages — often took several hours.

Now, Splunk Observability Cloud provides a unified experience for collecting and monitoring metrics, logs and traces from common data sources, which enables full-stack, end-to-end observability of Hyphen Group's entire IT infrastructure in real time. In addition to automating laborious error monitoring and analysis processes, this ability helps the team act on data faster and with greater confidence. By extracting meaningful patterns from the error reports, Murphy and his team can generate an automatic script for tackling similar problems in less than three minutes.

Data-Driven Outcomes

Mins

to resolve issues rather than hours

8x

faster infrastructure deployment

275

software updates released with unprecedented efficiency

Having slashed issue resolution time from hours to minutes, Hyphen Group now better addresses any unknowns within its distributed systems, anticipates the onset of problems and views system health at a glance.

Accelerating innovation and infrastructure deployment

The Splunk platform automatically identifies and classifies different types of errors, helping streamline the problem-solving process. With full visibility into the IT environment on a single pane of glass, engineering and infrastructure operations teams at Hyphen Group now work smoothly with each other. These newfound efficiencies free up valuable time for strategic business initiatives like updating existing software and coming up with new products.

Hyphen Group's new observability capabilities have helped accelerate infrastructure deployment eightfold. The company launched its new insurance platform, for example, in only 45 days — an achievement that could have taken an entire year previously. In the future, Hyphen Group will use these deployment improvements to release new products and services faster and more efficiently.

These observability capabilities also benefit Hyphen Group's customers, enabling greater uptime and peace of mind. For example, when customers experienced isolated errors, such as a webpage outage on Hyphen Group's content management platforms, the Hyphen team used Splunk Observability Cloud to identify and analyze issues in the background, then used these findings to automate the resolution of similar problems in the future. Thanks to Observability Cloud's seamlessly integrated user experience, context and workflow, Hyphen Group acted on its data quickly and easily to achieve better outcomes for its customers.

Automation fuels future business growth

Beyond alleviating stress and increasing productivity, automation also brings new opportunities to Hyphen Group. Murphy reports that Splunk allows the team to integrate error monitoring and observability into new software updates for existing products and services, ensuring they run stably on their own. To date, 275 releases have been released without any issue.

With such proven success, the company is considering further integrating Splunk Observability Cloud into its applications to better automate at scale and drive the business forward through more secure, scalable and frictionless operations. Murphy also aims to gain competitive advantage for the company. "If we understand all business events, system events and deployment operations consistently in one go, it would be a genuine differentiator," he says. Splunk will provide the necessary applications and infrastructure for this new initiative while continuing to play an integral role in furthering Hyphen Group's digitization journey.



Splunk helps streamline the problem-solving process and allows both our developers and infrastructure operations teams to focus on adding value to the business."

Shannon Murphy, Chief Technology Officer, Hyphen Group

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