



LaunchDarkly

GUESSES LESS, KNOWS MORE WITH NEXT-GEN APM



ABOUT

LaunchDarkly offers fast and reliable feature management for the modern enterprise.

ENVIRONMENT

AWS, ALB

Services written in Go, one especially large service

Large collection of legacy metrics and alerts written against graphite

GOALS

LaunchDarkly's engineering team works hard to ensure that the features they ship meet the requirements and goals of their customers. In the past, they'd had success using an in-house Graphite instance to collect the metrics they used to monitor customer health, but as their business grew, they found that it could not keep up with the increasing volume and cardinality of the data stream. They'd know something was wrong, but could not get the performance with the details they needed to find out what it was or who it was affecting.

Graphite still met their needs for monitoring some aspects of system health, but they needed something better able to dig into how their users actually experienced their service. They evaluated other vendors such as New Relic and DataDog, but did not find the performance-to-pricing balance they were looking for until Honeycomb.

"With Honeycomb, it's not a case of keeping huge volumes of data in storage so your costs rise and you still need to keep more. Cost is predictable; you know that you can rely on getting access to that one event or piece of raw data you need, so it's more reliable." - **Mike Atkins**

WHAT THEY NEEDED:

- An observability service that allowed them to see user behaviors and feature adoption down to the individual customer level
- The ability to continue to use the legacy metrics tooling their team was comfortable with while also achieving the observability needed to dig into the newer issues they face as they scale



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HONEYCOMB @ LAUNCHDARKLY

Once Honeycomb was in the mix, LaunchDarkly's engineers identified which services were causing Graphite the most pain, and adapted their data streams to send the wider, more context-rich events they needed to Honeycomb instead. As a result, their Graphite server stopped getting bogged down and was better able to serve their day-to-day desire for metric dashboards.

And, with Honeycomb available, LaunchDarkly's team were able to do things like identify and resolve an issue related to a bug in the AWS ALB that was affecting a subset of customers—ones using the LaunchDarkly service in a very specific way. Once the issue was discovered, they were further able to identify which users would encounter the bug based on their usage pattern and contact that customer to pre-empt a bad experience.



"Before Honeycomb, we would just speculate wildly about who was impacted by a given issue, or what changes would affect which customer." **—Mike Atkins**

At Honeycomb, our goal is to ensure you can meet your business requirements for quality of service and customer happiness. Working alongside the tools you already use to augment their capabilities is part of our strength. With Honeycomb on your side, your use case and requirements for high-cardinality queries capacity will scale up, and we'll be there to keep you successful and growing the whole time.

"Honeycomb in one word: comprehensive." **—Arun Bhalla**