

How Visier **Increased Kubernetes Reliability and Reduced MTTR by over 60% with Komodor**

VISIER

Company Size: 500+

Industry: HR Tech

Komodor Installation:

1 Node | 17 Clusters

About Visier

Visier is the HR platform that puts the right insights in the right hands, at the right time, throughout the business. They help organizations of all sizes unlock the power of their people data for business impact. As the global leader in people analytics, Visier has over 25,000 customers in 75 countries around the world, including enterprises like BASF, Bridgestone, Electronic Arts, McKesson, MerckKGaA, and more. To handle this data, they rely on Kubernetes clusters, which are the backbone of their data processing capabilities.

The Challenge

The challenge at Visier was multi-faceted. First, ensuring the reliability of their Kubernetes clusters was paramount, as any downtime or inefficiency directly impacted their ability to process data and deliver insights to clients. Second, the management and troubleshooting of these clusters were time-consuming and complex, requiring specialized knowledge that was limited to a few team members. This created bottlenecks and slowed down their operational efficiency.

The Problem

Before using Komodor, let's picture Visier's environment where troubleshooting Kubernetes issues was like navigating a maze. It involved lengthy, complicated processes that only a few experienced individuals could handle. This meant that when a problem arose, it led to delays and increased pressure on specific team members. Additionally, their existing tools for monitoring and managing Kubernetes were not user-friendly, making it difficult for other teams to understand or contribute, leading to underutilized resources and inefficiencies.

With **Komodor** Visier was able to:

Reduce MTTR by **62%**

Increase Reliability Score by **34%**

2X Resource Utilization

Increase Dev Velocity by **27%**



Jacek Kisynski

Senior Staff Software Developer at Visier

"Komodor significantly streamlines our Kubernetes operations, enhancing troubleshooting speed and accessibility. It simplifies onboarding and allows broader team access to metrics and resources information, reducing queries and workload for our system team. The platform empowers developers with cluster ownership, easing the SRE team's burden. This accelerates development, improves maintenance efficiency, and offers valuable cost insights."

The Solution

With the introduction of Komodor, Visier's Kubernetes management transformed significantly. Komodor acted like a powerful, intuitive GPS in the previously mentioned maze, guiding even less experienced developers through the complexities of Kubernetes.

It provided clear, user-friendly interfaces and workflows that made monitoring and troubleshooting much faster and more efficient.

This democratization of access meant that more team members could contribute to managing the clusters, easing the burden on the SRE team and fostering a more collaborative environment.

The enhanced visibility and analytics provided by Komodor also allowed the Visier team to optimize resource use and cut costs significantly.

Troubleshooting times were slashed, and the overall management of Kubernetes clusters became a smoother, more streamlined process, directly benefiting their core business of data processing and analytics.



Jacek Kisynski

Senior Staff Software Developer at Visier

"By integrating Kubernetes data, Komodor offers a comprehensive view, speeding up processes and uncovering critical insights. Its event log capabilities ensure security compliance, creating efficient audit trails. Compared to traditional methods, Komodor reduces investigation time significantly, providing direct UI access and eliminating intermediaries like Splunk for log analysis. This results in heightened system visibility and time-saving in troubleshooting."