

Customer Success Story

Wego achieves unmatched visibility and scales AWS operations

The customer

Wego is on a mission to help people discover the real value of travel — to inspire, to give more reasons, to make it easy — for everyone to go. Founded in 2005, and since then, Wego imagined and created some of the most well-loved products for travelers all around the world.

Today, Wego is used by millions of people every month — people who travel for adventure, for work, for family and for many other reasons. Since their inception, Wego has used cutting-edge technology as a differentiator and they were one of the early adopters of Ruby on Rails and AWS in Singapore. In the travel space, Wego was one of the early cloud trail-blazers and they continue to use cloud as a core differentiator. Today, Wego operates a dynamic multi-cloud environment across multiple regions, giving them the ability to provide the best level of service for millions of global travelers.

Streamlining Collaboration and Troubleshooting

As Wego became one of the largest online travel providers, their IT infrastructure went through a significant change to accommodate the growth. They initially moved their datacenter into AWS, which enabled them to innovate at a faster pace, while reducing the overhead for operations. As their product portfolio grew from 2 simple products to 6 dynamically scaling products, the level of complexity of their cloud configuration started to become difficult to manage with native tools.

The Wego core team went through growing complexity and management at scale in 2022, and found that identifying the root cause of incidents, along with the complete impact radius are extremely challenging in complex AWS environments. These experiences, along with Wego's pursuit of excellence in infrastructure operations required a solution that can tell the difference between configuration states in real-time with context. The Wego core team wanted to get to the Chaos Monkey level to manage AWS infrastructure problems.

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Gary Theis, CTO

The solution:

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Gary Theis, CTO



Gary Theis asked the core team to come up with a solution to help them operate their fully containerized, dynamic AWS environments at scale: "I asked the team to come up with a solution to sort out the configuration problems on AWS, because we wanted to fully understand when and how a configuration is dropped. When we saw your capabilities, we knew it was a good match."

The Wego team started seeing immediate value during the Lightlytics trial and gained context-aware visibility into their complex environment across accounts, regions and availability zones. The team also gained the ability to track the configuration states of each component and identify the root cause of incidents within seconds thanks to architectural standards and graph capabilities with Lightlytics.

The Lightlytics platform acts as a force multiplier for the Wego team, giving them the ability to handle a more complicated environment at scale. This is especially important considering the talent shortage in the DevOps space: "Hiring for DevOps engineers isn't cheap, and you need to be able to retain talent because otherwise you don't have enough experienced engineers that know your environment well."

Cost was an important factor for Wego in the evaluation, and Lightlytics delivered superior capabilities for a reasonable cost. The return on engineering time and higher availability far outweighed the license investment into Lightlytics for Wego.

As a result of working with Lightlytics, Wego:

- Gained contextual visibility into AWS configuration changes at scale
- Scaled cloud operations thanks to automation and notification capabilities
- Superior incident management capabilities as force multiplier for security, availability, and cost.

Quantifiable benefits for the Wego team include:

- Reduced the time required to resolve incidents dropped from 3-4 days to minutes.
- Reduced cost leakage and identification time that would usually take hours of analysis with AWS support to under 15 minutes. They were able to identify data transfer cost source which was not visibly traceable from the AWS console.
- Reduced configuration and settings identification from hours to minutes thanks to the cloud architecture diagram drill down feature of Lightlytics.
- Being able to identify roles with lax permissions and tighten the access control policies across accounts.
- Being able to identify in part of the system where the default security group was being used though they were with restrictions but something that slipped through in configuring on EKS service.
- Proactive controls for policy violations and cost concerns through Lightlytics's simulation integration with Atlantis. The Wego team can now review any violation or cost concerns before the changes are applied to the system.
- Being able to track down legacy S3 buckets that were exposed to the public from previous years and no longer need public exposure.
- The configuration to cloud architecture diagram drill down feature has allowed us to move and identify configuration and settings from hours to minutes.

Working with Lightlytics

The Wego and Lightlytics team have formed a close partnership from the get-go and delivered Wego's operational requirements. Teams work closely via the dedicated Slack channel on a weekly basis and continue to expand Wego's use cases. At the time of writing this success story, the Wego core team is experimenting with Lightlytics's Cost Troubleshooting module to optimize AWS costs.

Very happy to see what Lightlytics has got, it's been impressive so far. Interested to be in the ride, excited to see what Lightlytics does next. Cost troubleshooting for example, is a very top of mind capability that can deliver a ton of value for us."



Gary Theis, CTO



Lightlytics provides a collaborative change intelligence solution for all teams who work on AWS configuration changes. The Lightlytics platform helps cloud operations teams identify and fix root causes of incidents in minutes, investigate security incidents more efficiently, and troubleshoot cost for their environments.

The platform's CloudTwin technology continuously tracks incremental changes to create a precise, up-to-date model of your environment. It utilizes dynamic algorithms to detect dependencies across resources, providing context for various aspects of operations such as availability, security, compliance, and cost.

Leading cloud-native teams use Lightlytics to:

- Detect and troubleshoot AWS changes effectively with the complete real-time context of their AWS configuration, environments, machine and user activity.
- Get a complete understanding of their AWS posture across cloud accounts, regions and Kubernetes clusters.
- Share and enforce best practices through architectural standards.

Including

