

## CUSTOMER SUCESS STORY



Netlink Voice provides unified communications, cloud telephony, networking, and managed IT services to streamline business communications.

### Users

SOC Manager, SRE Team

### Industry

Telecommunications

### Website

[www.netlinkvoice.com](http://www.netlinkvoice.com)



### The results

- Up to 96% reduction in event file sizes
- Organized and consolidated view of syslog events while staying within budget
- Reduced mental toil for users so they could investigate and identify issues faster

This is exactly what I'm lookin for, it shows the necessary events variables for our team, and reduces the amount of data significantly.

- Travis Jones, SOC Manager

# Netlink Voice reduces data volume for cost-effective insights

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## The challenge

Netlink monitors and collects Syslog events from Microsoft Windows Servers, which provide details of the users and background processes that authenticate into domains they manage, to identify bad actors or unauthorized access to servers. The problem is that these syslog events are very robust and lengthy, which makes it impossible for Netlink to index and store everything. This resulted in the SOC team having to drop these security-related events on the server. However, dropping these events meant teams ran the risk of missing issues when they occurred, which would normally be sent to a monitoring platform for assessment.

Dropping the events also meant they weren't storing all the appropriate data for auditing purposes. They were making a tough choice of limiting overage costs in their monitoring tools and losing data required for future audits. Finally, because these events were so verbose, the Netlink Voice team often had to spend more time sifting through them than was necessary. The inability to separate the signal from the noise made it impractical and expensive for them to identify events easily, impacting resolution times.

## The solution

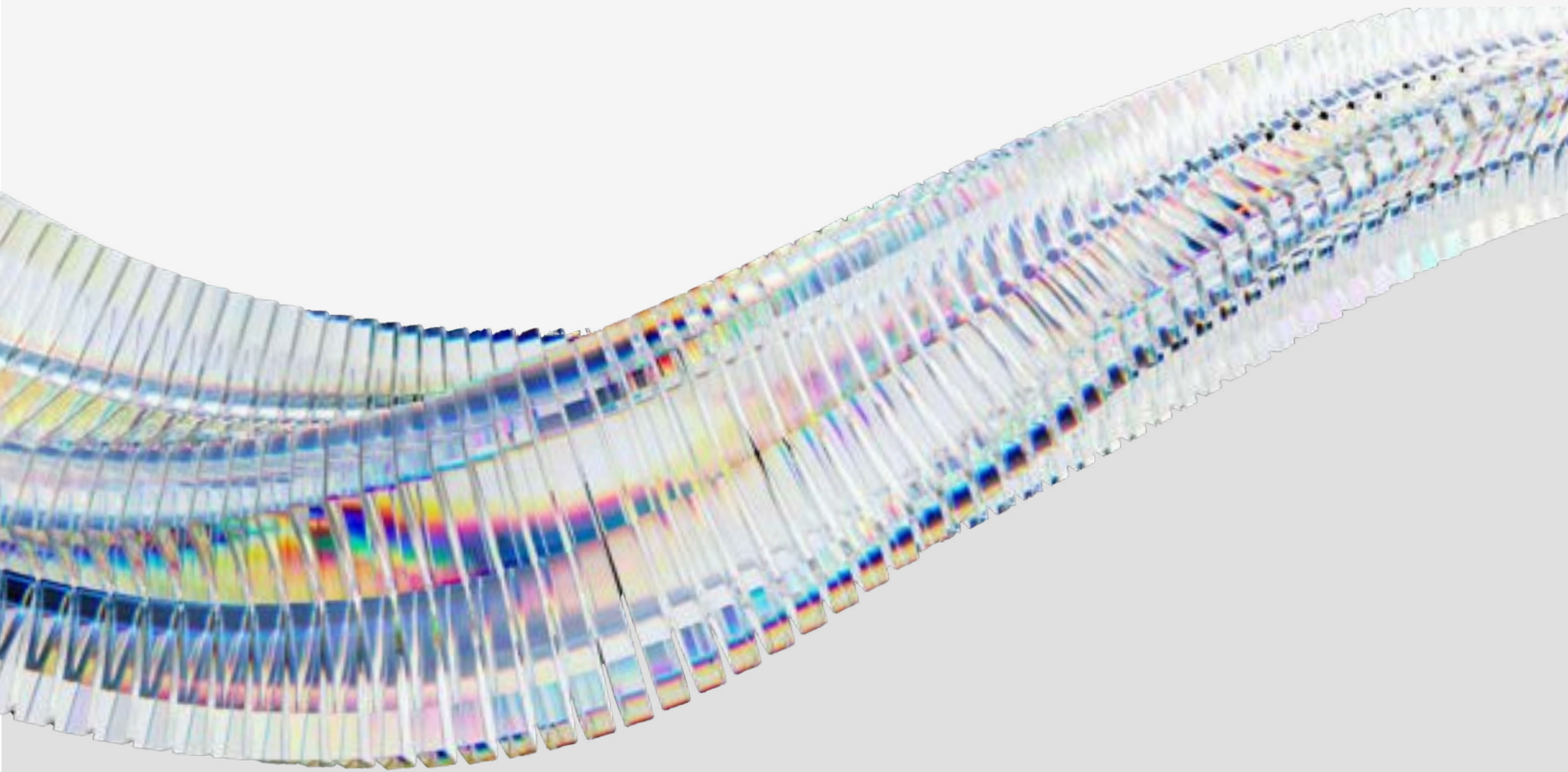
The Netlink team needed to control their data to gain insights more cost-effectively and required a better way to remove unnecessary jargon, as their events were 10,000 bytes in size. The solution was for Netlink to send its events through a Mezmo Telemetry Pipeline, which pre-processed the data before sending it to a downstream destination.

Through event restructuring, they reduced the file size of the events to include only necessary fields, decreasing it to 1,000 bytes. In addition, they standardized the format and content within the events so they wouldn't have to drop data. This made it easier for SREs to obtain a more curated data experience and helped decrease the time spent sifting through irrelevant data to get what they need.

Finally, the Mezmo Telemetry Pipeline also reduced the amount of data that would then be saved and indexed in Mezmo Log Management, thus reducing the risk of overages and allowing them to send all the syslog data from their Windows servers to Mezmo instead of just a subset. So they don't miss anything important.

## A foundation for the future

With Mezmo, the Netlink team is able to control the volume of their syslogs from the Windows server to manage costs and quicker resolution times, and can manage unexpected spikes in the data before they reach more expensive log management. This also ensures that they are making informed decisions on what data to keep, and what to discard, so that they have the right data for incident resolutions as well as for future audits.



### About Netlink Voice:

Founded in 2007, Netlink Voice specializes in simplifying communications like reliable broadband and voice solutions at competitive prices. Netlink prioritizes people over profits and offers boutique services and transparent, predictable pricing to prove it. Netlink gathers your vendors under one roof and does it all, with only one number to call and one bill to pay – so you never have to think to make your communication technology work. Learn more at [NetlinkVoice.com](http://NetlinkVoice.com)

### About Mezmo:

Mezmo is the leader in intelligent telemetry orchestration, empowering platform teams and developers to control, understand, and act on their telemetry data in real time, reducing costs, accelerating troubleshooting, and enabling innovation at scale. The AI-powered solution combines continuous profiling, intuitive live stream search, responsive, dynamic routing, and stateful in-stream aggregation to deliver enhanced visibility, compliance, and cost optimization. The company has been recognized as one of the fastest-growing companies in the U.S by Inc. 5000 and Deloitte Fast 500.