

# How Bitso's DevOps Save 30 Hours Each Week With Komodor



**Company Size:** 500-1000 employees

**Industry:** Financial services

**Komodor Installation:** 3 clusters/~400 services

## About Bitso

Bitso's currency exchange platform is the transparent way to access and use Bitcoin and other cryptocurrencies. Bitso allows its users to buy, sell, trade, send and manage crypto instantly, all in one place. They are the first and biggest cryptocurrency trading platform in Latin America, processing tens of millions of transactions for over 4 million customers. In 2021 Bitso raised \$250M in Round C funds, valuing the company at \$2.2B.

## The Problem

In 2021 Bitso's dev teams were pushing over 300 updates to production each day, which also included configuration and infrastructural changes. Deploying at such a high rate elevated the risk of an incident and the troubleshooting process involved many steps and handoffs.

## The Challenge

Deploying a distributed architecture and using Kubernetes for container orchestration was the natural choice for Bitso's engineers, as the business continued to rapidly scale up. Their existing monitoring stack, however, was no longer capable of supporting the scale and complexity of the operations.

Adding to this was a lack of broad and consistent K8s experience which hindered each teams ability to quickly resolve an incident.

With **Komodor** Bitso was able to:

**Reduce MTTR by over 75%**

with newfound visibility of node issues.

**Save ~30 hours**

of Platform engineering time per week.

**2X Increase**

in system reliability/uptime

**Catch ~1,400**

health events in production.

As a fintech SaaS company, Bitso knew it had to maintain high-availability and so it needed to enhance the tech stack, and provide responders with a way to quickly identify and troubleshoot Kubernetes issues.



**Juan José Mejía**

Payments Team Lead:

*"I regularly use Komodor to check deployment results and the health status of services. It's really nice to have the status and the last logs from a service I'm troubleshooting, all in one place. I really love that."*

## The Solution

Bitso needed help with Kubernetes operations in order to support their rapidly expanding scale. Simplifying K8s troubleshooting is a classic use case that's perfectly aligned with Komodor's offering.

Komodor was able to address Bitso's needs by:

1. Streamlining the troubleshooting flow and providing a uniform process for the team to follow. Now, whenever something would break, the on-call engineer would receive an alert with a direct link to Komodor's dashboard, showing the status and the deployment history of the affected service. And so, with one click, they could see the history of changes that led to the issue and use these insights to quickly pinpoint the root cause.

In addition to dramatically decreasing mean time to recovery (MTTR), the ability to investigate the issue from Komodor's platform provided easy access to K8s resources in AWS. Now, devs could simply pull pod logs directly from Komodor in a secure way.

2. Providing the development teams with a birds-eye view of all of the components of their Kubernetes environment and making it easy to understand the context for changes being made. By making k8s resources accessible and easy to understand, the platform helped more responders take confident action and troubleshoot the issues independently.

This took the pressure off the platform team, resolved bottlenecks, and helped increase business velocity.