graylog

Kaizen Gaming Modernizes Log Management with 10x Faster Processing

COMPANY SNAPSHOT

Industry:
Online Gaming and Sports Betting

Headquarters: Athens, Greece

Company Size: 2,000+ employees

Core Capabilities:
Site Reliability, Infrastructure Engineering, Observability, Platform Operations

Products Used:
Graylog Enterprise (self-managed), Graylog Illuminate, Data Lake, Custom Integrations

Featured Leaders:

- Marinos Giamouridis, Site Reliability Team Lead
- Miltiadis Tsatsakis, Principal Engineer

Founded: 2012

"It was very cost-efficient to switch. Even with the same resources, the new setup operates ten times faster thanks to the guidance from the Graylog team."

— Marinos Giamouridis, Site Reliability Team Lead, Kaizen Gaming

OVERVIEW

Kaizen Gaming operates the Betano brand across regulated markets that depend on stable, real-time performance. Millions of active users rely on continuous access to gaming, payments, and analytics systems running across cloud and on-premises infrastructure.

SRE and Platform Engineering teams maintain availability above 99.95 percent, yet the rapid shift to more than 600 microservices pushed the limits of Kaizen's older logging environment. Latency increased, visibility declined, and major sporting events placed growing pressure on the system.

Kaizen replaced its aging Graylog Open cluster with Graylog Enterprise to strengthen ingestion speed, improve reliability, and support traffic surges tied to global tournaments.

THE CHALLENGE

Kaizen's previous Graylog Open cluster had been running for nearly a decade. Outdated Elasticsearch components, strained resources, and uneven maintenance practices increased instability as log volume expanded. Peak gaming events created cluster slowdowns and operational gaps.

Key challenges:

- Slowdowns and outages during major sporting events
- Rising maintenance complexity from legacy components
- Limited visibility across a large microservices environment
- Log processing delays of 20 to 30 seconds per message
- Detection delays that influenced SLO performance

The team set a clear target ahead of the World Cup: a stable, faster platform capable of sustaining high-volume ingest while holding 99.95 percent availability.

THE SOLUTION

Kaizen deployed a new Graylog Enterprise installation with direct support from Graylog engineers. The teams rebuilt the environment around modern infrastructure optimized for throughput, reliability, and predictable allocation of storage. Migration completed ahead of schedule with guided onboarding.
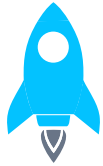
CORE DEPLOYMENT

- Modernized infrastructure tuned for high-throughput ingest
- Agentless log collection to simplify ingestion pipelines
- Data Lake for long-term retention with controlled cost

PERFORMANCE AND ILLUMINATE INTEGRATION

- Illuminate content improved parsing, normalization, and enrichment
- Processing latency dropped from 20–30 seconds to 2–3 seconds
- Real-time visibility supported faster incident investigation

COLLABORATION AND KNOWLEDGE SHARING

- Architecture reviews and performance tuning with Graylog experts
- Enhanced alerting that improved signal quality
- Shared operating models across SRE and Platform Engineering

"The collaboration with Graylog was more than technical. The knowledge exchange helped both teams grow together."

— Miltiadis Tsatsakis, Principal Engineer, Kaizen Gaming

Outcomes That Matter

10X FASTER PROCESSING

Message-handling time moved from 30 seconds to fewer than 3 seconds, giving engineers rapid access to key operational data.

CONSISTENT UPTIME AT SCALE

Kaizen sustained 99.95 percent availability during global traffic peaks without cluster instability.

CLEARER OBSERVABILITY AND REDUCED NOISE

Normalize-first log processing reduced inconsistencies, improved alert precision, and cut repetitive triage work.

LOWER OPERATIONAL COSTS

Intelligent log routing and Data Lake storage minimized infrastructure load and improved budget predictability.

STRENGTHENED COLLABORATION AND LEARNING

Aligned workflows, tuned pipelines, and consistent architectural guidance elevated team expertise and long-term readiness.

Advancing SOC and SRE Maturity

Graylog Enterprise accelerated Kaizen's observability practice by supporting faster ingestion, structured analytics, and clean operational workflows. Teams now act on data immediately with reinforced clarity and control.

Benefits achieved:

Lean Team Ready

Intuitive dashboards and agentless ingestion simplify daily operations

Future Ready

Integrated AI and automation support continued growth

Compliance Ready

Centralized logs and audit trails streamline reporting

Kaizen now operates a logging environment designed for scale, speed, and reliable player experiences.

ABOUT GRAYLOG

Graylog is the AI-powered SIEM and log management platform that helps security and IT teams detect threats faster, investigate smarter, and control data costs without compromise.

Learn More about Graylog Enterprise ›

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