

Case Study

Leading SaaS Provider Partner SLA Assurance

THE APIMETRICS CUSTOMER

SaaS Operations (or SaaSOps) helps companies manage the process by which Software as a Service (SaaS) is discovered, purchased, managed, and cancelled. As the importance of software grows, SaaSOps providers have evolved into key avenues for digital business to scale, fast becoming vital cogs in scaling companies.

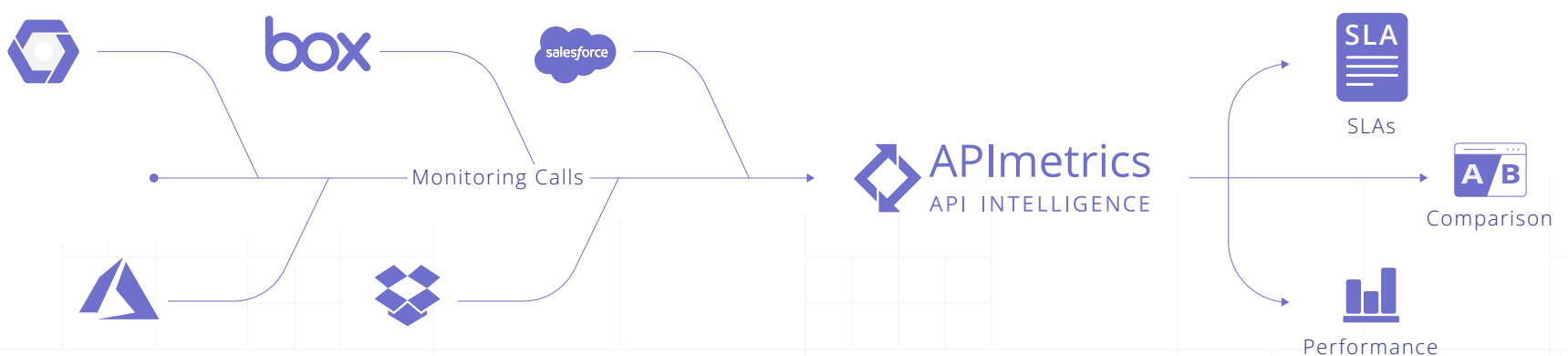
One customer of APImetrics is a market leader for SaaS Operations, automating critical processes such as user lifecycle management and data protection, delivering greater employee productivity and more secure IT environments.

Leveraging single, unified interfaces, their customers can build applications quickly and safely using a variety of API-based services from a range of service providers and without the need for developing expensive custom integrations for each API provider.

THE CHALLENGE OF SLAS FOR APIS

On average, modern IT teams manage and secure 100 SaaS applications, many of which are delivered and consumed as APIs. Traditional solutions are simply not designed to handle such extreme API sprawl.

Managing SaaS services on behalf of their thousands of customers, our client is particularly vulnerable to API performance hiccups and outages.



Over the course of 2021, poor third-party performance or failure of the providers' technology affected their ability to meet target service levels. But their existing service monitoring tools made it impossible to demonstrate accurate service level data to prove this point.

Instead, third-party vendors argued that data generated directly from internal tools – even those using synthetic transactions – were measuring problems with the provider's own technology, and actual service problems were not being represented.

The client's Customer Success team realized that inaccurate internal logging tools resulted in being caught between unhappy customers and a frustrated operations team that couldn't find the problem.

THE REQUIREMENTS FOR API SLA MANAGEMENT

- ▶ Identify API latency and dependency issues worldwide
- ▶ Support third-party APIs from cloud data centers
- ▶ Monitor APIs by global user location
- ▶ Alert, report, and troubleshoot performance issues
- ▶ Configure service level objectives (SLOs) for reporting and historical analysis

OUR APIMETRICS SOLUTION

Leveraging API.expert and Serinus monitoring service, our client created a series of custom dashboards for critical service dependencies.

Starting with a clean dataset, the client created a trusted baseline for performance beyond their core production systems and based on their geographic locations of key data centers.

They began monitoring their own production APIs running from the regions and data centers that their customers use.

They generated weekly and monthly Service Level reports for internal and external consumption, including periodic reviews with critical API providers including Microsoft and Google.

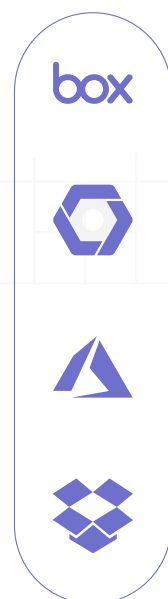
Internally, customer success teams were granted full access to custom dashboards that display real-time performance data and any performance issues with API providers originating from customer locations worldwide.

SUCCESS WITH APIMETRICS

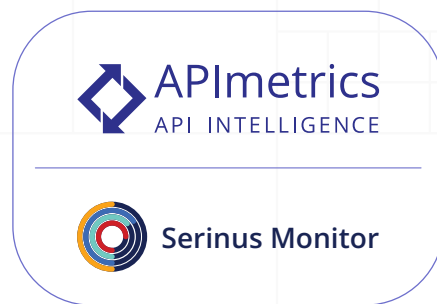
With APImetrics, the client streamlined internal customer success operations by providing their teams with fast, accurate data on issues as they emerged. By quickly tracing operational issues to third-party API providers, APImetrics enabled internal operations to maintain focus on matters under their control.

Having a source of independent, trusted metrics provided a neutral, unbiased data source for SLA negotiations with cloud suppliers, eliminated key friction points, and enabled informed consensus on service level metrics across organizations.

Services



Insights & Alerts



Dependencies



FEATURES



CORE FEATURES

Security

- ▶ Integrated OAuth handler inc. JWT support
- ▶ FIPS140 compliant HSM & MTLS support
- ▶ Automated token refresh

Scheduler

- ▶ Run API calls at frequencies from 1 per minute
- ▶ 85 different data centers across AWS, Azure, Google and IBM Clouds

Data Storage

- ▶ All calls, meta data & returned content stored as long as you're a customer

Importer

- ▶ Postman Newman runner
- ▶ OAI importer
- ▶ cURL importer

Call Types

- ▶ All REST & SOAP APIs supported
- ▶ Individual or multi-step API calls with conditions & assertions set at a call or project level

Network Breakdown

- ▶ All TCP calls steps logged and stored



REPORTING

Quality Scoring

- ▶ Cloud API Service Consistency scoring (CASC)

Insights

- ▶ AI generated performance insights including call outlier detection

Alerting

- ▶ Webhook integration to Teams, Slack and other critical DevOps workflow tools
- ▶ Email alerts

API Access

- ▶ Full API access to all results and data sets

Statistical Analysis

- ▶ Graphing, heatmaps and regional performance data sets

Reporting

- ▶ Custom report builder including groups and public dashboard options



ORGANIZATION AND PROJECT MANAGEMENT

Collection Management

- ▶ Collections arranged by projects with full feature ROLE based management of projects
- ▶ SSO/SAML support

APImetrics Has You Covered

APImetrics provides run-time API governance solutions for organizations offering API services across the Financial Services, Open Banking, Telecoms, Software, and IoT sectors. By enabling a holistic, end-to-end view of performance, quality, and functional issues across the API surface, we allow organizations to better serve their customers and end users.

Our patented technology automates the process of producing regulator-ready reports for financial services providers around the world.



Our active monitoring platform integrates with many of the leading developer operations suites and provides an API-centric view of:

- ▶ Real-time API performance from more than 80 locations worldwide on four clouds and six continents
- ▶ Fully integrated security monitoring designed and built for the needs of the financial services industry
- ▶ Machine learning based analysis driven by a database of more than a billion real API calls
- ▶ Integrated reporting, analysis, and alerting
- ▶ 360-degree visibility with Cloud API Service Consistency scoring (CASC), allowing for at-a-glance service and competitor comparisons

Contact Us For A Demo

- ▶ To learn more, check out APImetrics and our free performance dashboards at api.expert and [@serinusmonitor](https://twitter.com/serinusmonitor) on Twitter.