



# RED Metrics at Mailchimp

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Metrics  
Are  
Hard.

# Why?

Loads of information

Disparate data from multiple sources

Pressure from all directions



# Why?

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Loads of information

Disparate data from multiple sources

Pressure from all directions



Always have  
to be concerned  
with precision  
and focus!





More people  
want more  
metrics  
every single  
day

# How?

How do we support all the products and services we offer to our customers, while maintaining our infrastructure and pulling meaningful data out of the system to help ourselves improve?





# How?

Follow the SRE montra of the 4 golden signals:

- Latency
- Traffic
- Errors
- Saturation

[https://landing.google.com/sre/sre-book/chapters/monitoring-distributed-systems/#xref\\_monitoring\\_golden-signals](https://landing.google.com/sre/sre-book/chapters/monitoring-distributed-systems/#xref_monitoring_golden-signals)



# Use RED Metrics

<https://www.weave.works/blog/the-red-method-key-metrics-for-microservices-architecture/>





endpoint

Deployments



/about

/account/accept-module-terms-modal

/account/account-issues-list

/account/affiliate/global

/account/affiliate/notification

/account/affiliate/post

/account/api-key-popup

/account/api-key-qr

/account/apikey-set-label

/account/apis/get-user-logins

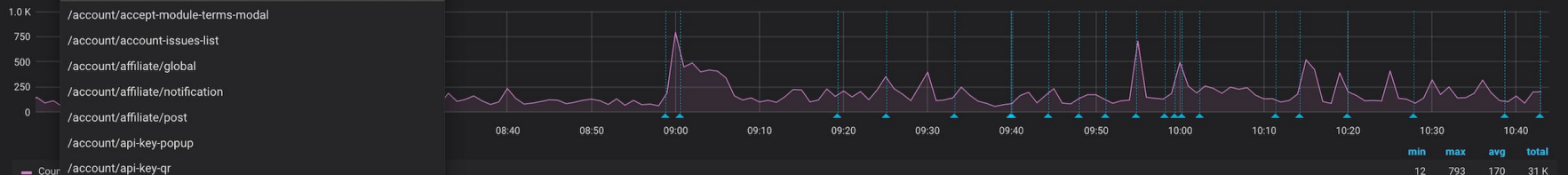
/account/billing-email-modal

/account/billing-history-list

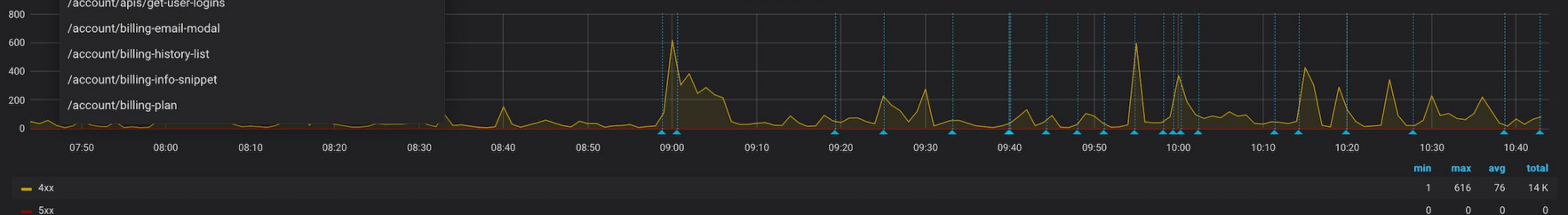
/account/billing-info-snippet

/account/billing-plan

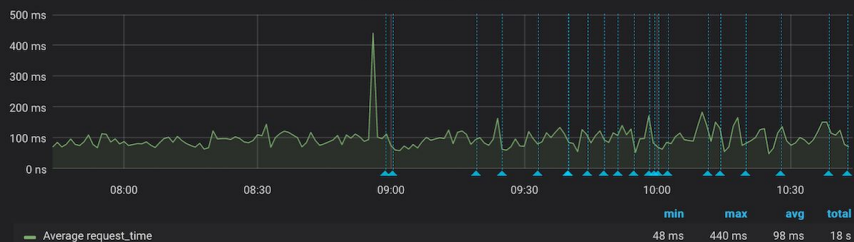
Requests / Minute



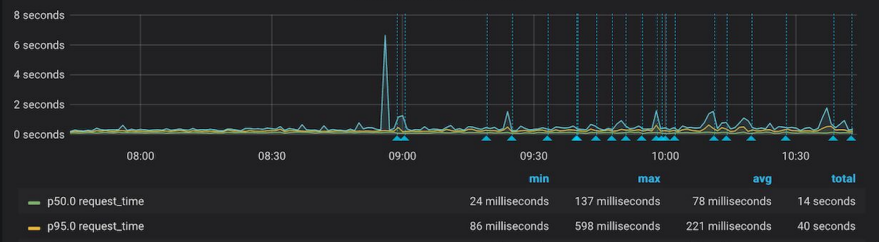
Errors / Minute



Duration (Average / Min)



Duration (Percentiles / Min)

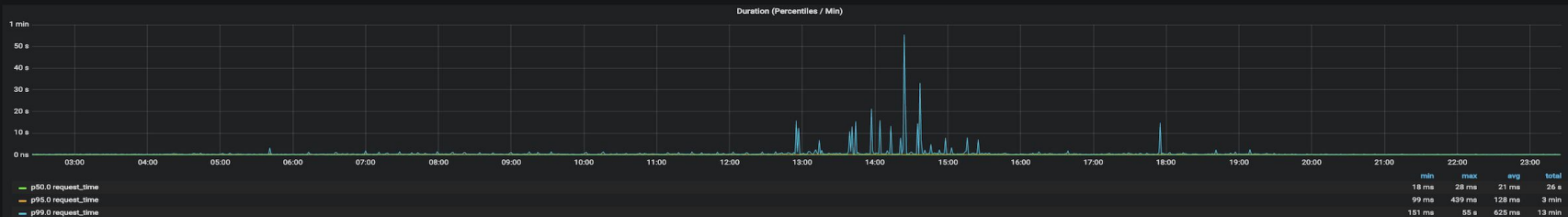
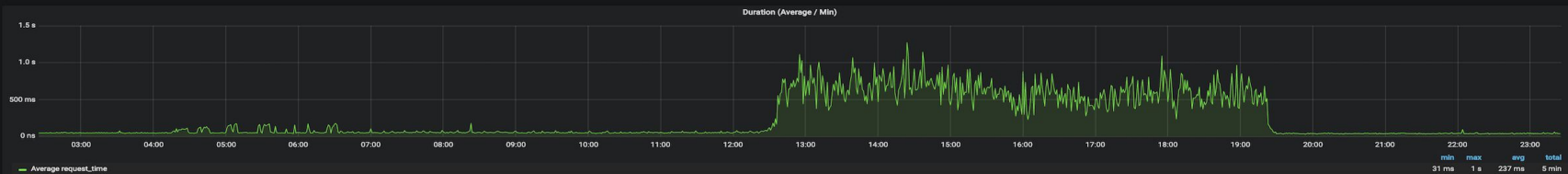




## RED Method Statistics -

Feb 14, 2019 02:25:03 to Feb 14, 2019 23:25:42

vhost login.malchimp.com request All



Reduce on call toil

Engage with teams outside of SRE

Enable developers to write  
performant code

Expose problems before they have  
user facing impact

Work in conjunction with Logging,  
Tracing, and Profiling to troubleshoot  
quickly



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# Thank you.

