

Payoneer uses Anodot to optimize user experience and forecast currency needs



Payoneer is a cross-border payments platform that empowers businesses, online sellers and freelancers to pay and get paid globally as easy as they do locally. Payoneer supports millions of businesses and professionals from more than 200 countries.

The Challenge

Payoneer's multiple, siloed monitoring solutions could not effectively scale to meet the needs of a growing company with hundreds of thousands of metrics. The company's static thresholds for detecting incidents led to a high number of false positives that wasted time and overwhelmed production teams.

The Solution

Anodot's turn-key platform automates monitoring and anomaly detection for Payoneer, reducing time to detection and eliminating meaningless alert storms. With Anodot, data visibility at Payoneer increased 3x with cross-silo visibility across multiple teams in the company, giving everyone the same view of actionable data.

Results

"Anodot is a game changer. It gives us the whole picture so we can understand which events might be the root cause for the failure."

Yuval Molnar

Senior Director of Production Services, Payoneer

✓ Reduced operational costs

Anodot's accurate and real-time incident alerts save time and money by eliminating the hours spent investigating false positives.

✓ Protected and increased revenue

With Anodot, Payoneer can prevent revenue loss with insight into how much money and which currencies will be in demand.

✓ Improved customer satisfaction

Anodot replaces the manual, time consuming process of resolving customer complaints. Now, issues are fixed before users notice.