WhaTap Labs

Company Profile

About WhaTap Labs

WhaTap Labs is an 8-year-old startup founded in July 2015 that specializes in monitoring service platform.

Company name	WhaTap Labs Inc.
Year founded	July 2015
CEO	Dongin Lee
Capital	USD 350,300
Contacts	Tel. +82 2-565-1803 / Fax. +82 504-848-1803
Headcount	78 (As of March 2024)
Business Area	Enterprise software
Website	www.whatap.io
Address	17, Seocho-daero 77-gil, Seocho-gu, Seoul, 13F #1303 (06614) 5-6, Sangmujungang-ro 78beon-gil, Seo-gu, Gwangju, #320 (61949)

VISION & MISSION

WhaTap, a monitoring service platform, is the most popular IT monitoring service in Korea.
Our mission is to help developers and operators run IT services easier and more conveniently.

TOP 10

IT Monitoring Services
Global Top 10

VISION

EASY
&
SAFE

We help
developers and operators run IT services
more easily and securely

MISSION

HISTORY

WhaTap started its monitoring service in November 2015 with the opening of the (former) Server monitoring services and has been releasing new services every year.

2015 Server

July Founded WhaTap Labs
November **Server monitoring**

2016 Application

November **Java application monitoring**
Awarded the K-Global DB-Stars Grand Prize (Ministerial Award)

2017 php

January AMOREPACIFIC CHINA
April **Node.js Monitoring**
August **PHP Monitoring**
September **Python Monitoring**
November Awarded K-ICT Cloud Industry (Ministerial Award)

2018 Database

January LG U+
February GS Home Shopping
Patent registration for WhaTap Active Stack
March **Database monitoring**
PostgreSQL Monitoring
April MySQL Monitoring
May Oracle Monitoring
LF mall
June Asiana Airlines
July MSSQL Monitoring
November Lotte Duty Free
December SKT

2019 Kubernetes

March Tibero Monitoring
April **Kubernetes monitoring**
FILA KOREA
June URL monitoring service
Cubrid monitoring service
KB Kookmin Bank
SK broadband
September Lotte Members
December Ministry of Science and ICT
Postal Business Division

2020 .NET

January Carrot Insurance
February **.NET application monitoring**
Ministry of Health and Welfare, Korea Centers for Disease Control and Prevention
March AI failure prediction service
April the Ministry of the Interior and Safety's National Information Resource Service
June Korea East-West Power Corporation
July Altibase Monitoring

HISTORY

As we continue to roll out our services, our revenue is growing. After three consecutive lucrative years from 2020 to 2023, we have achieved a 3-year average revenue growth of 80%. Starting with browser monitoring in 2023, we plan to release AWS Log and Network monitoring.

2021 Log

March Korea Photonics Technology Institute
Korea Local Information Research & Development Institute
Korea Federation of Savings Banks
TOPSPACEMENTS

April EBS (Korea Educational Broadcasting Service)

May the Ministry of Health and Welfare

June Hanwha Asset Management
Korea Educational Research and Information Service (KERIS)
Acquired CSAP (Cloud Security Assurance Program)

November **Log monitoring**
Cloud Metric monitoring

December Seoul Metropolitan Government
The Health Insurance Review & Assessment Service

2022 Observability

January Ewha Womans University

February Hyundai AutoEver
CJ Logistics

March Kyobo Book Centre
Shinhan Card
Acquired GS certification for WhaTap Kubernetes V2

April Acquired GS certification for WhaTap Database V2
Anti-Corruption and Civil Rights Commission
Integrated Kubernetes Observability

May Acquired GS certification for WhaTap Server V2
Hana Card
CJ ENM

June Public Home Shopping CSAP
KB Healthcare

September National Information Society Agency

October Korea Environment Corporation

November Incheon Metropolitan City Office of Education

December Seoul Metropolitan Government
National Information Society Agency

2023 Browser

January Emart Everyday Inc
Korea Employment Information Service

March National Information Society Agency
Lotte Members

April Health Insurance Review & Assessment Service
Kiwoom Securities

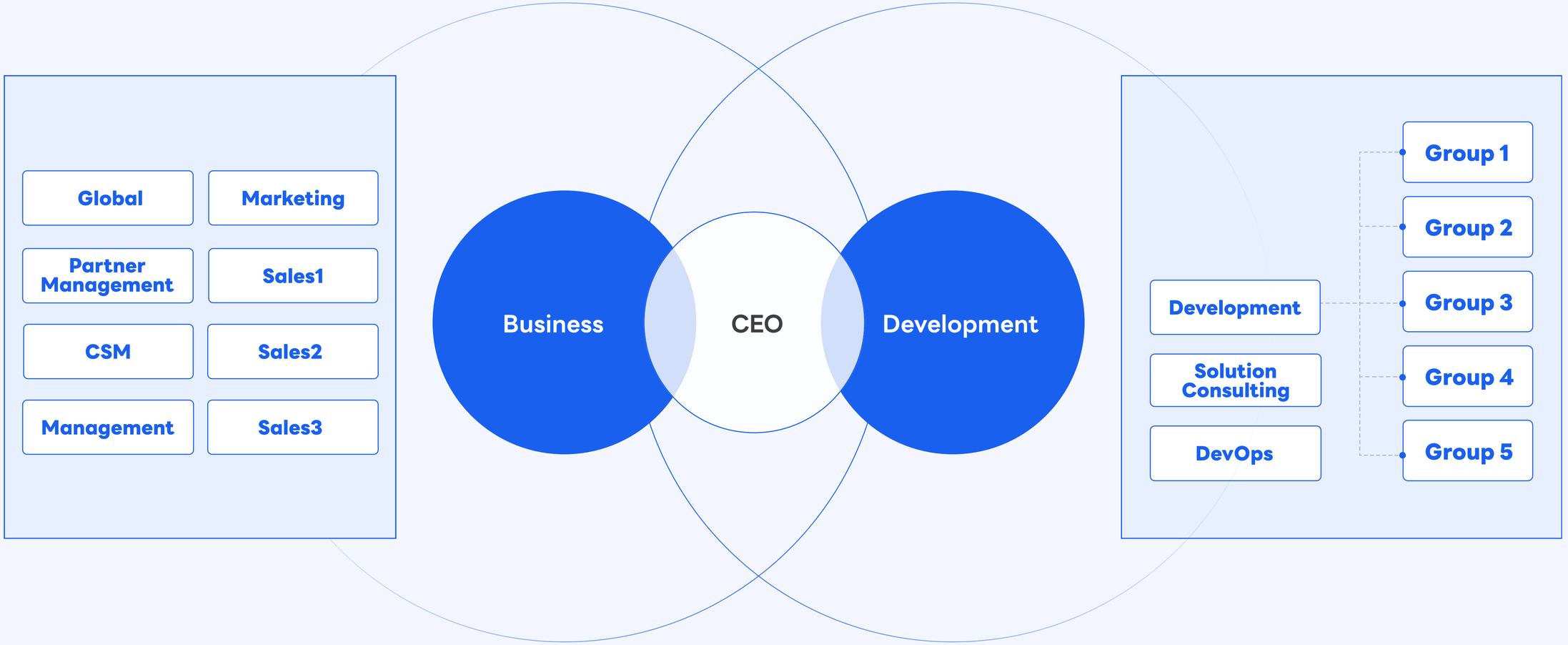
May **Browser monitoring**

June AWS Log monitoring will be released.

December Network Performance monitoring will be released.

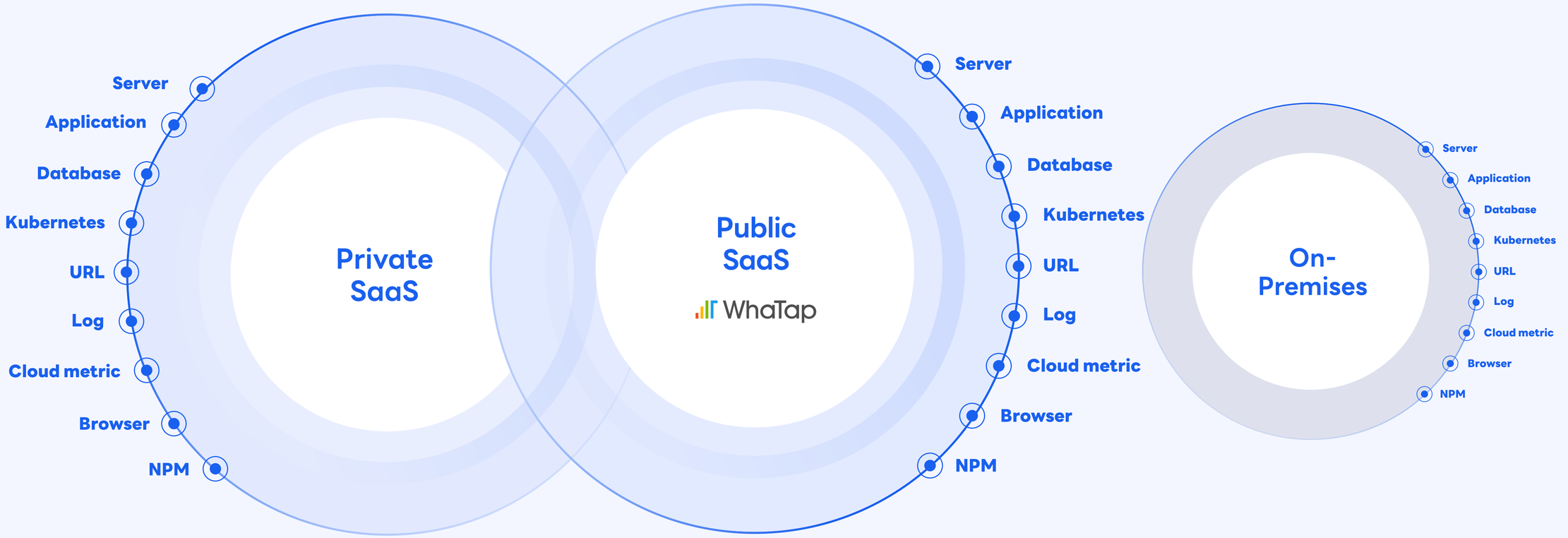
Organization

WhaTap is divided into business and development departments. As a tech startup, the number of employees in the development field is 70 percent of the company's total.



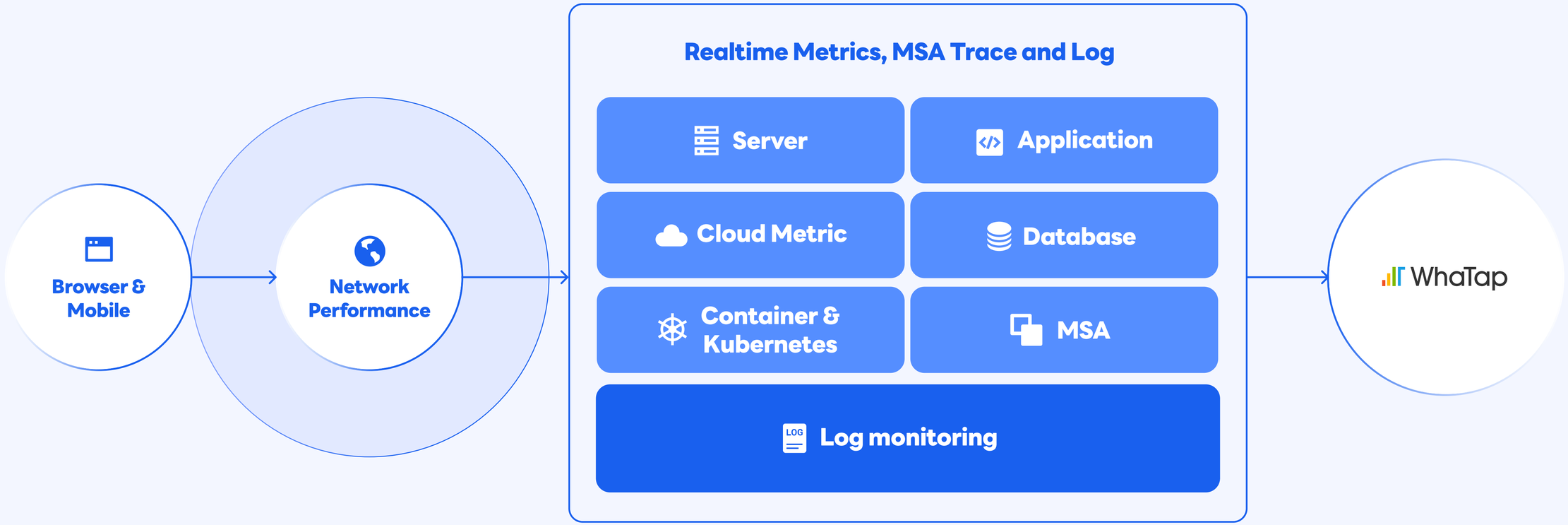
Monitoring Platform WhaTap

WhaTap is the No.1 SaaS monitoring service and it is expanding into a monitoring service platform. Collect data with one collection server, and create integrated dashboards. The monitoring service platform is available as a public SaaS and can also be deployed as a private SaaS.
In addition, WhaTap products can be installed on-premises like a third party point solution as needed.



End-to-End Full Stack Monitoring

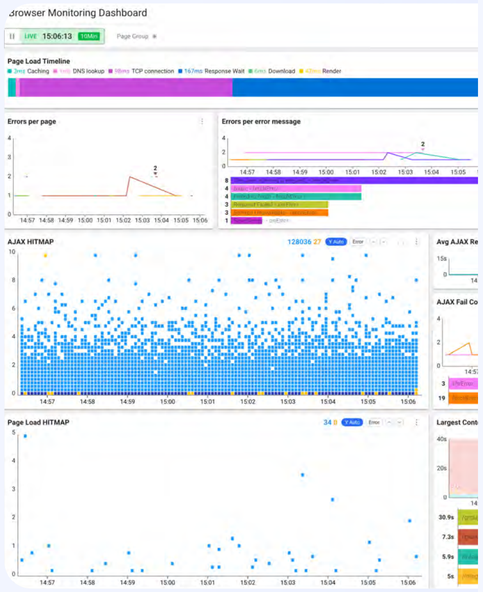
From the browser, where users can experience service performance, to real-time metrics, traces, and logs from IT systems. WhaTap provides E2E Full Stack integrated monitoring.



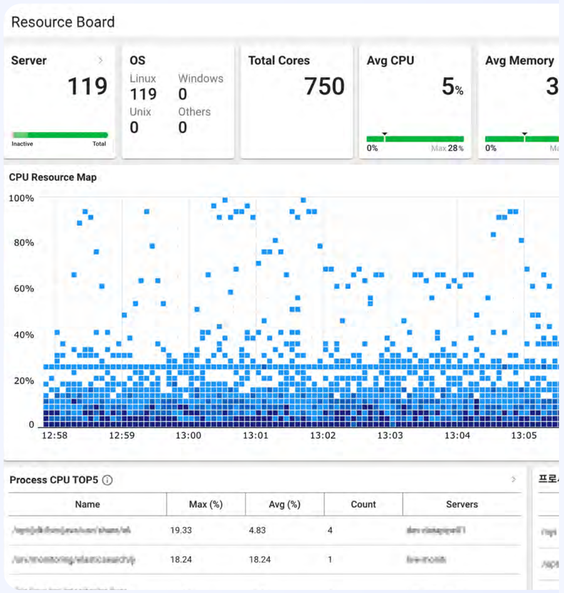
End-to-End Full Stack Monitoring

Browser, server, database, container, cloud metrics, application trace, and log.
WhaTap is developing a product lineup for E2E full stack monitoring.

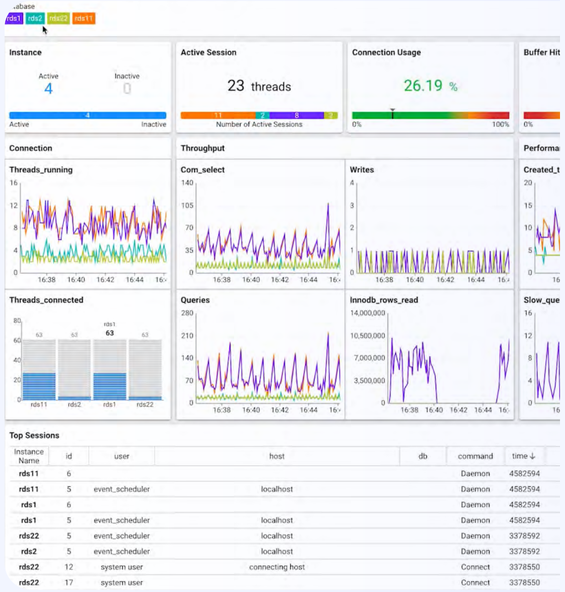
Metrics



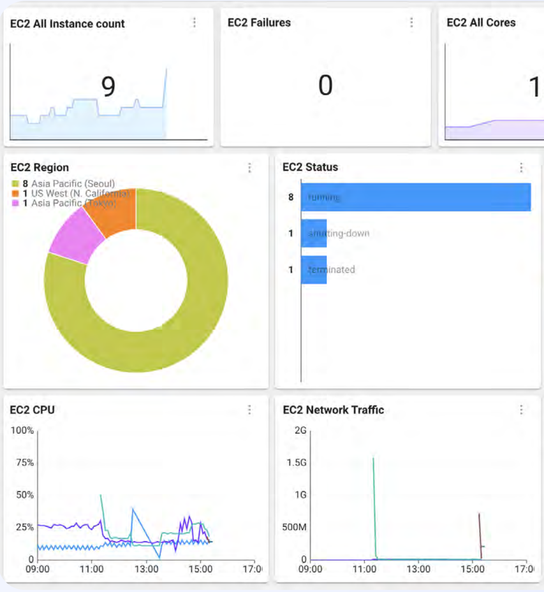
URL, Browser



Server



Database



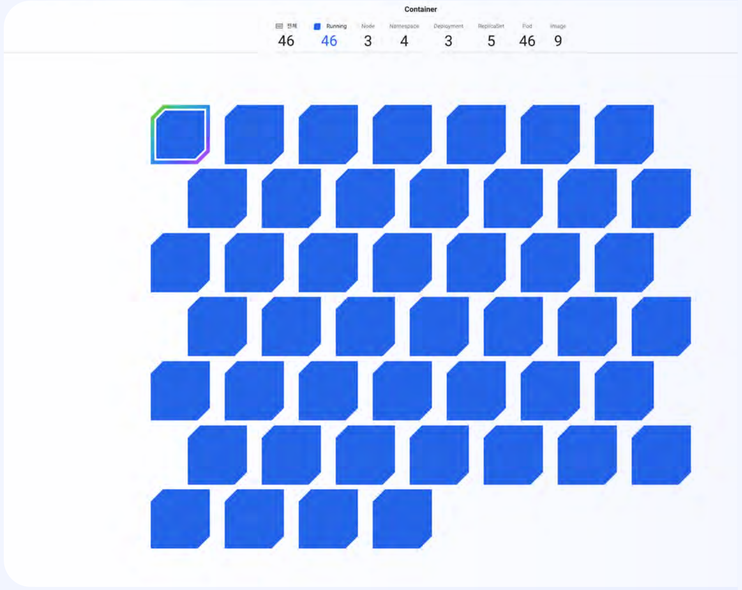
Cloud Metric

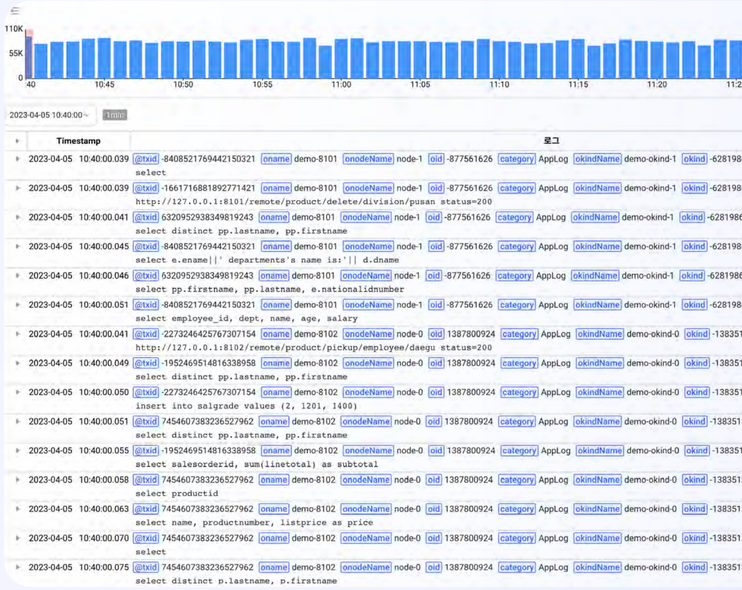
End-to-End Full Stack Monitoring

Browser, server, database, container, cloud metric, application trace, and log.
WhaTap is building a product lineup for E2E full stack monitoring.

Trace

Log





Kubernetes **Application** **Log**

Why WhaTap?

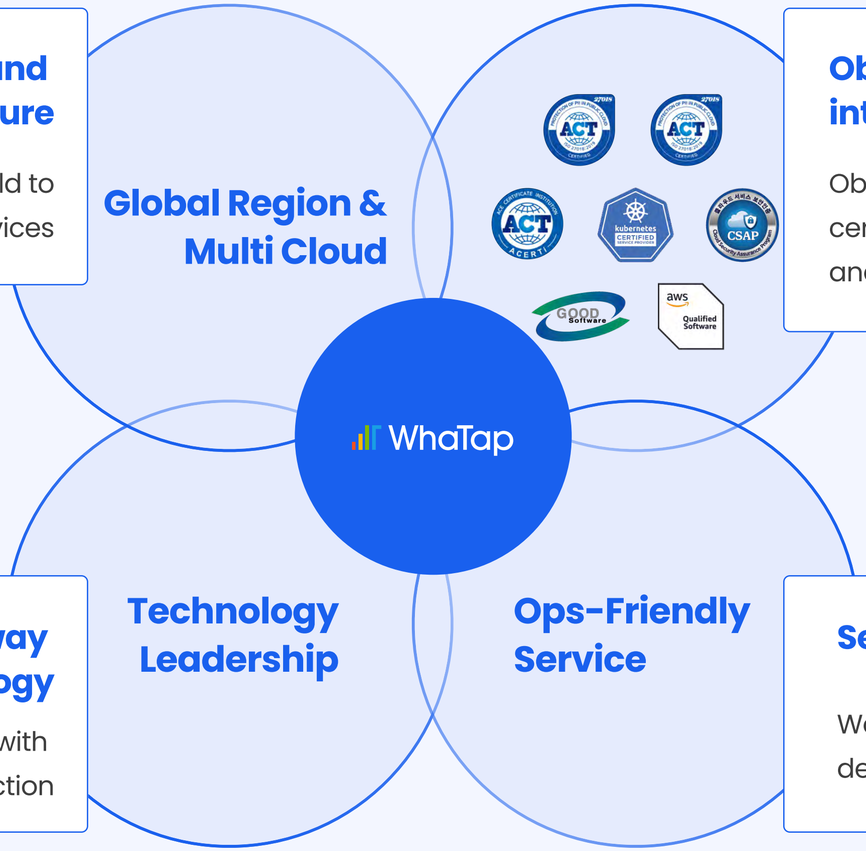
Easy installation, intuitive dashboard, and just a few clicks to check the IT situation. It has obtained national and international technical certifications. Additionally, it incorporates AI/ML technology to assess service risk based on response time patterns.

Supports global regions and diverse infrastructure

Operate multiple regions around the world to support performance monitoring of global services

Obtained numerous national and international technical certifications

Obtained CSAP certification, GS certification, KCSP certification, AWS Qualified Software certification and ISO 27001/27017/27018.



Leading the way in monitoring technology

Differentiated analytics techniques with ActiveStack analytics and Hitmap pattern detection

Services for developer-operators

We not only provide performance metrics, we detect problems and suggest improvements

Why WhaTap?

Global presence

WhaTap delivers efficient service deployment through its global network and infrastructure bases in eight major cities around the world, including California, Frankfurt, Bangkok, Mumbai, Singapore, Jakarta, and Tokyo.

Cloud Platform

aws HUAWEI HOSTWAY

Why WhaTap?

Supporting various infrastructure

You can use WhaTap in any infrastructure environment, from legacy to hybrid to multi-cloud.

Legacy Infrastructure

You can still use WhaTap even if you configure your infrastructure at IDC, or in your own data center.

Hybrid Cloud

Even if your infrastructure is configured with IDC and cloud, WhaTap can manage data from one collector server to check the status of your hybrid infrastructure in one dashboard.

Multi-cloud

WhaTap's regions are organized into multi-clouds such as AWS, Azure, Huawei, Naver, Kakao, and Hostway, so customers who use multiple cloud platforms can choose a region near them.

Supports a variety of infrastructure.

Why WhaTap?

Obtained numerous national and international technical certifications

We have been recognized for our skills by obtaining CSAP certification, GS certification, KCSP certification, AWS Qualified Software certification and ISO 27001/27017/27018.

ISO 27001, 27017, 27018 Certification

International Standard Certification for cloud service information and personal information protection.

KCSP Certification

Certification for organizations that have the competency and experience to perform professional Kubernetes services.

CSAP Certification

Certification validates conformance to the Cloud Computing Services Information Privacy Standard.

GS Certification

Certified to meet the Good Software Grade 1 criteria.

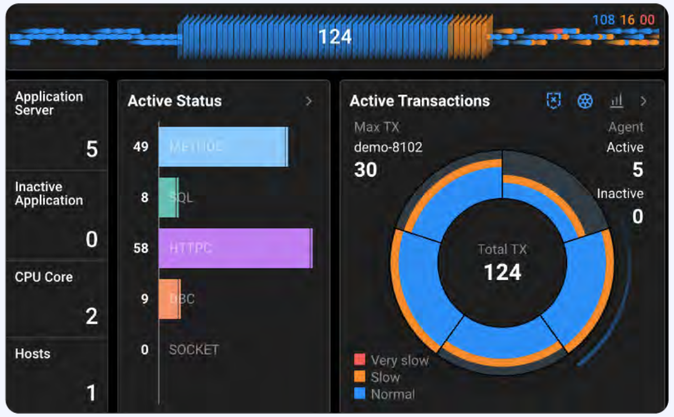
AWS Partner

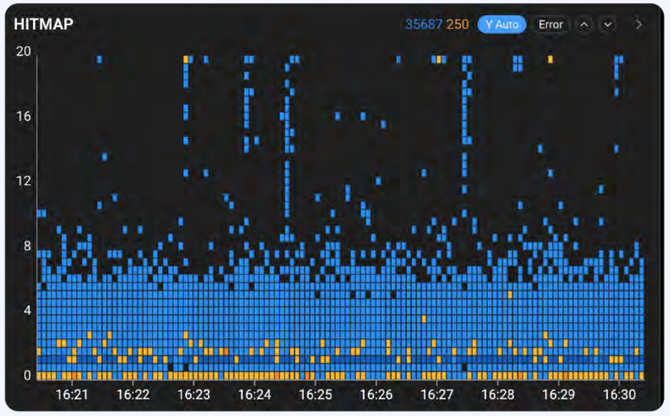
Obtained the AWS Software Pass AWS Qualified Software.

Why WhaTap?

Leading the way in monitoring technology

Supports differentiated analytics techniques with Active Stack analytics and detect anomalous patterns in response time distributions with AI/ML technology.





Transaction monitoring systems and how they work

Whatap's patented technology, Active Stack Analysis, enables detailed analysis without having to select and reproduce profiling targets

Patent No. 10-1828156

Learning-based transaction observation system and its way of controlling

All problematic transactions can be identified with a hitmap that actively shows the response time distribution in a chart

Patent No. 10-2307948

Why WhaTap?

developers & operators

WhaTap is an Ops-Friendly Service that provides not only performance analytics, but also problem detection and improvement suggestions.

Convenient and versatile notifications / live tech support

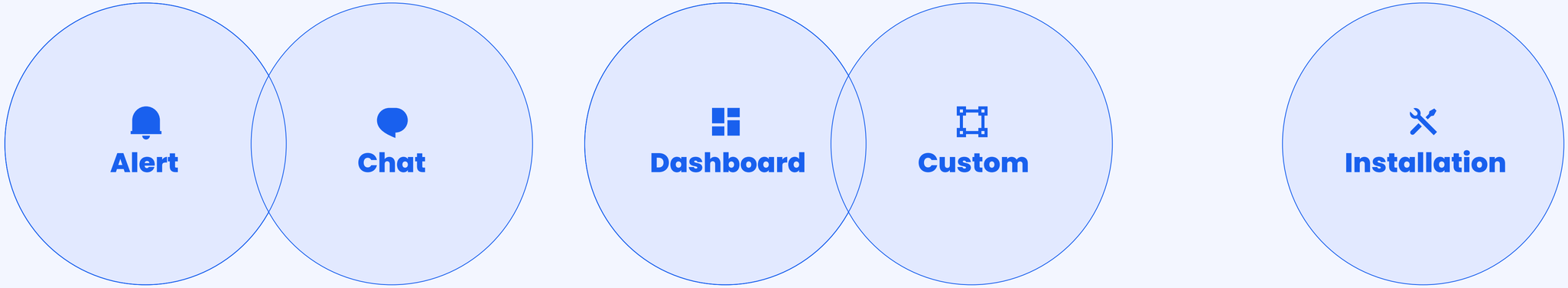
Convenient with various notification integrations and live chat support.

Custom metrics integrated collection / custom dashboards

Intuitive dashboards to see your failure situation with a glance, customizable integrated dashboard "flexboards". Custom data integrated collection.

Easy installation with minimized settings

Easy installation, minimal option setup to get your monitor up and running.



Ops-Friendly Service

Customers

Companies ranging from public & financial organizations, large enterprises, and SMEs have chosen WhaTap.

Government	Financial Institutions	Large Enterprises	SMEs	Startups
책임운영기관 국가정보자원관리원	KB 국민은행	LG U+	11번가	bithumb
우정사업정보센터	신한은행	HYUNDAI	STARBUCKS	Jobis
건강보험심사평가원 HEALTH INSURANCE REVIEW & ASSESSMENT SERVICE	롯데카드	LOTTE	Pulmuone	여기어때
KERIS 한국교육학술정보원	신한카드	CJ	MISSHA	직방
질병관리청	하나카드	ASIANA AIRLINES	FILA	wadiz
법무부	true friend 한국투자증권	DOOSAN	아프리카TV	true balance
KLID 한국지역정보개발원	키움증권	SK	I.I mall	MUNPIA
한국동서발전㈜	KYOBO 교보생명	kt	OASIS	i.M IDEAL.MOBILITY
			BURGER KING	

WhaTap Labs helps developers and operators run IT services **more easily and securely.**
Thank you.

If you are interested in our services, please feel free to contact us.
global@whatap.io