



## Raygun helps Linbis International reinforce their position as industry leaders

Based in Miami, Florida, Linbis Logistics services freight forwarding companies with a complete suite of applications for activities within the logistics and supply chain management industry. Unlike other inventory systems, Linbis is an entirely cloud-based platform, leading the industry into digitization.

To be able to be cloud-based, Linbis is built on a flexible architecture that allows for a high level of customization so customers can meet specific requirements. There's no infrastructure to buy, set up, or manage — customers just log in and get to work.

Keeping the high level of customization and data flowing is at the core of providing a high-quality customer experience — a top priority for the company. Any downtime, performance problems, or errors will limit productivity and profitability for both Linbis and their valued customers. This led Eric Fernandez, CEO, and Co-Founder of Linbis Logistics to the Raygun Platform.

The results of this process have enabled Linbis to detect issues before they get to customers.



*“With Raygun, we fix the issues before they become real problems for our customers.”*

Eric Fernandez, CEO, and Co-Founder of Linbis Logistics

Using Raygun Crash Reporting, Real User Monitoring (RUM) and Application Performance Management (APM), Linbis is able to reinforce their position as industry leaders by providing excellent customer experiences, in turn ensuring customer retention and word of mouth referrals. As Linbis continues to create a significant impact on the logistics software industry, Eric sees a need to continue to deliver the best quality service at the lowest possible price. With Raygun, Eric is reassured he is doing just that.

### Would Eric recommend Raygun to other CEOs and technical managers?

“Absolutely. I'd tell them there's definitely peace of mind to know what's happening in production as far as exception tracking, application performance, and user experience. Raygun is also very good because it always encourages our development team to make the system better in every new release, which translates into a better experience for our customers.”

#### INDUSTRY

Logistics and freight forwarding (SaaS)

#### COMPANY SIZE

Small

#### LOCATION

Miami, Florida

#### CHALLENGE

To provide customers with excellent software experiences, Linbis needed to get 100% visibility into software errors in production environments, so the development team finds solutions before they affect customers.

#### SOLUTION

Linbis chose Raygun Crash Reporting, Real User Monitoring, (RUM) and Application Performance Management (APM) to monitor for software errors and performance problems. Now, Linbis get real-time notifications when an error occurs so the development team can proactively discover errors in production environments and beyond.

#### RESULTS

- **100%** visibility into errors occurring in production
- A better customer experience through enhanced application performance
- New updates released without risking errors