



Raygun provides Praeses with the tools they need to solve errors before they reach their Fortune 500 customers

INDUSTRY

Software Development Services

COMPANY SIZE

100+

LOCATION

Louisiana, USA

CHALLENGE

When a critical software error occurs in a Fortune 500 company, many look to their services company for answers. As a way of going above and beyond for long-term clients, Praeses needed a way of proactively finding errors before they disrupt their customers' daily business.

SOLUTION

Raygun's Software Intelligence Platform gives Praeses an effective way of proactively solving errors before they reach the customer. Using detailed error diagnostic information and performance metrics, they can pinpoint an error without relying on customer reports.

RESULTS

- Significantly reduced support time
- A faster resolution time from error detection to a fix
- Ability to provide above and beyond customer service for their Fortune 500 clients

In the past ten years, Praeses has matured into a services company that delivers software to Fortune 500 companies. An impressive portfolio includes the US Navy, law enforcement, and startups in the oil and gas industry.

Providing excellent customer service for these customers is Praeses' top priority. Senior Project Manager, Jeb Baugh, knows bugs and downtime can cost clients millions of dollars, so he wants to ensure incidents are few and far between.

He says, "Our customers pay a premium for our services. If we push something out that prevents them from making money, we'll hear about it quickly."

Luckily, Jeb hasn't had a call relating to a client's work stoppage due to errors in years. He puts this success down to the error resolution workflow he created using Raygun Crash Reporting and RUM. Jeb collects detailed error reports from Raygun's dashboard which proactively alerts him to problems and the associated diagnostic information.



"Since implementing Raygun, we haven't had a work stoppage for years, because it allows us to be so proactive. Bad code won't even make it to testing, because issues have already been flagged by Raygun during development."

Jeb Baugh, Senior Product Manager

Jeb believes the key to customer retention is to provide excellent customer service to long-standing clients. To achieve this, Jeb and his team rely on RUM to monitor client's we performance trends like page load speed. He explained, "Real User Monitoring allows my teams to perform at a high-level by quickly addressing errors that occur during software development. It also allows me to proactively focus our resources on addressing issues, often before the customer is aware that an issue even exists." He added, "I can't live without the Real User Monitoring. It's very helpful."

With Raygun's Software Intelligence Platform, Jeb offers an excellent customer experience for his clients and their users.

"Raygun's an excellent tool. It's cost-effective for finding errors and avoiding them before they get to production." He continued, "It's only going to help your software teams get better, especially RUM, which I can't live without. We see Raygun as an extension of our team and our company."