



SMART

Raygun allows **SMART Technologies** to spot errors in their JavaScript code before they disrupt their customers.

INDUSTRY

Education

COMPANY SIZE

400+

LOCATION

Calgary, Alberta, Canada

CHALLENGE

SMART Technologies needed a crash reporting solution that would allow them to back trace obfuscated code, making it much easier to solve errors beyond production. Their end users (teachers) don't have time to report errors, so SMART Technologies need to be ahead of the curve, spotting errors quickly before they disrupt the classroom environment.

SOLUTION

Raygun was able to provide SMART Technologies with accurate insights into their obfuscated JavaScript code, allowing them to spot errors before they affect end users.

RESULTS

Better insights into problems affecting end users, which closed the feedback loop between customer and development team.

Powerful error monitoring for JavaScript including strong JavaScript source map support.

INTEGRATIONS

Slack

SMART Technologies boasts over 5 million software downloads annually in the education industry.

Their customers don't have time to report software errors, so SMART Technologies need to be ahead of the curve by spotting software errors before they disrupt the classroom environment.

Raygun gives Senior Software Developer Ben Schiling the actionable data he needs to ensure the customer's experience is flawless every time.



“Raygun offers the flexibility to set up your development environment as you wish to, while being able to gather metrics for your customers in a meaningful way. That helps you build higher quality software.”

Benjamin Schuling - Senior Software Developer

Before Raygun, Ben was finding his current crash reporting solution was making it difficult to backtrace obfuscated JavaScript code. The team was losing valuable time attempting to recover the meaningful data needed to locate problems quickly.

A switch to Raygun enabled Ben and his team to get access to the data he needs - right down to the stack trace.

Ben then uses Raygun's User Tracking feature to triage errors according to how many customers have been affected.

“We want to get a temperature check about what our customers may or may not be seeing, and put our efforts into errors that are high priority. For this, we use the affected user area a lot to see the impact of an error on our customers.”

Using Raygun's features like User Tracking and source map support, Ben has better insights than ever into SMART Technologies' applications, closing the feedback loop between customer and development team.