



How the Raygun Software Intelligence platform helps a fast-growing company serve their enterprise customers better

INDUSTRY

Enterprise computer software

COMPANY SIZE

Startup

LOCATION

Lake Washington, Kirkland USA

CHALLENGE

To serve their busy and complex enterprise customers, Hyperfish recognised the need for a high-performing monitoring platform to monitor for both errors and performance problems. The goal was to be able to raise, triage and fix problems as soon as possible.

SOLUTION

The Raygun Platform provides Hyperfish with sophisticated crash reporting and real user monitoring capable of surfacing errors and performance problems in a microservice architecture.

RESULTS

- High-quality service to enterprise customers
- Saved up to \$100,000 per year on support costs
- No need for on-premise staff

A fast-growing company with close ties to Microsoft, Hyperfish help enterprise companies find and replace missing and out-of-date data in their Microsoft Active Directory software. Hyperfish saves their customers thousands of hours in IT support and communication every year.

Providing excellent service for enterprise customers is Co-Founder and CTO, Chris Johnson's top priority. A large part of his strategy is to ensure all customers have an error-free and highly performant software interaction with Hyperfish every time.

To achieve this, Chris uses the Raygun Platform as part of a well-practiced error resolution workflow where any issues—from crashes to slow loading pages—are raised, triaged, and fixed quickly.



“As a CTO, I sleep much better knowing our cloud servers and software running in people’s companies are operating correctly. I can’t overestimate how much value it brings to us to have that insight as early as possible. Not when you are calling for the ambulance at the bottom of the cliff.”

Chris Johnson, Co-Founder and CTO

Using the Raygun Platform to discover and triage problems means Chris has been able to save his company a lot of money in staffing resources. Chris said usually, companies hire entire teams for bug diagnosis, triaging, and reviewing logs. However, due to Raygun automating this process, Hyperfish has zero operations staff, saving up to \$100,000 every year (based on the need for two support staff in the Seattle area.)

Chris also highlights that Hyperfish has a component deployed on-premises which connects to their cloud services. Without Raygun, he recognizes that an off-premises component would need people on-site looking at event logs and databases to ensure everything ran smoothly.

Now, Chris says, “Because of Raygun, we’re able to see telemetry, insights, and data flowing from those on-prem services to us without needing to be on-site. We feel more confident about running software on-premises because we know when it’s performing correctly.”