bugsnag

Stability Management for Business Critical Finance Applications

When building finance and banking applications, reliability is of utmost importance. Users are expecting a seamless user experience, whether they are employees using internal apps for servicing customers or customers using online banking apps for managing personal finance. Overall, usage of financial apps is on the rise, meaning their reliability is even more business critical. In 2019, downloads of financial apps increased by 71%, and these apps were opened more than one trillion times. Also, global trends have demonstrated a 35% to 85% increase in mobile app banking during the COVID-19 pandemic.[1]

However, bugs are a part of software development, and every application has bugs. When not managed strategically, they can disrupt the user experience and reduce the overall reliability of the application. In fact, 84% of users abandon an application after seeing two crashes and 42% of one-star reviews on Google Play mention bugs.[2] Ultimately, bugs can hurt the bottom line, especially when applications are supporting business critical functions.

The onus falls on the engineering teams who are responsible for developing, testing and releasing the applications to ensure that bugs are fixed with speed and precision. Today, engineers are spending an average of 17.3 hours every week on bad code.[3] Having the right technology and workflows in place to capture every bug, understand its impact, and prioritize it against other bugs and feature development can help save engineering time and improve productivity.

Command Center for Application Stability

Bugsnag is a full-stack stability management platform trusted by the world's leading enterprises to monitor errors in business critical applications. Engineering, Product, Release, and Observability teams rely on Bugsnag as their command center to accelerate innovation, improve productivity and deliver healthy and reliable applications to users.

STABILIZE	PRIORITIZE	FIX
Accelerate innovation	**Improve customer experience**	**Increase productivity**
Make data-driven decisions about building new features vs. fixing bugs	Prioritize fixing errors with the greatest impact on app stability	Quickly reproduce and fix bugs with end-to-end diagnostics
• Release health dashboard • Multiple development stages • Stability scores and targets • Interactive timeline analysis	• Error grouping by root cause • Key customer segmentation • Customized notifications • Experiments & A/B testing	• Symbolicated stack traces • User interaction breadcrumbs • Device and user information • Sync with developer tools

ALERTING & WORKFLOW ENGINE

50+ Mobile, Web, & Backend Platforms

SaaS and On-Premise | Extensible | Secure

40+ integrations including Slack, Jira, PagerDuty, GitHub, and more

Drive Application Stability and Streamline Developer Experience

Prioritize and fix business critical and revenue impacting errors

It is important to have visibility into every error which is disrupting the user experience but not all errors are created equal. Errors affecting a business critical part of the app and those that are negatively impacting revenue are more important to fix. Bugsnag presents actionable insights and comprehensive diagnostics so you can prioritize and fix business critical errors with speed and precision.

Deliver new features on schedule and with fewer errors

Monitor the stability of new features during all release stages, including development, testing, and production, to investigate and resolve errors before the features are released to users. Ship new features with confidence that they won't negatively impact the stability of the application.

Increase developer productivity by 50%

Minimize the time it takes engineers to go from error detection to resolution with insights to prioritize the bugs that matter and rich diagnostics to reproduce and fix bugs quickly. Powerful integrations with the tools the team already uses, including GitHub, Jira, Slack, and PagerDuty further streamline debugging workflows.

Drive a culture of code ownership

Promote clarity around who is responsible for addressing errors in different parts of the application. See which part of the codebase an error is originating from, and use sophisticated alerting capabilities to inform teams who own the codebase of these issues so they can decide how to triage and resolve these errors.

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[1] Banking On Mobile Up 35-85% Thanks To Coronavirus (After 1 Trillion App Opens In 2019)
[2] Why Application Stability is Your Most Important Product Metric
[3] The Developer Coefficient: a $300B opportunity for businesses

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Bugsnag is the "command center" for software stability for mobile, web, and backend applications. We empower software teams to make data-driven decisions around building new features versus fixing bugs. Bugsnag processes over a billion crash reports every day and over 6,000 organizations worldwide use Bugsnag as their daily dashboard, including Airbnb, Slack, Pinterest, Lyft, Yelp, and Pandora. Based in San Francisco, CA, Bugsnag is backed by Google Ventures, Benchmark Capital, and Matrix Partners.

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