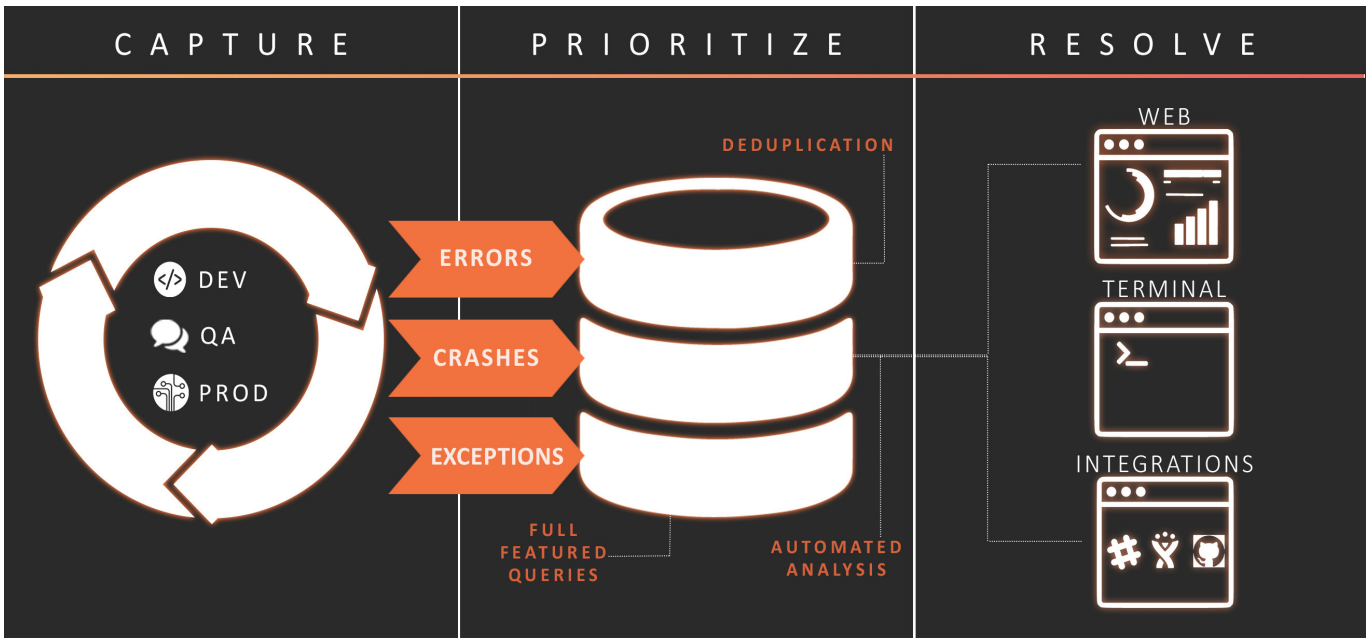
INFO@BACKTRACE.IO
SCHEDULE YOUR DEMO TODAY.

Backtrace

CAPTURE, PRIORITIZE, AND RESOLVE SOFTWARE CRASHES AND EXCEPTIONS ON ANY PLATFORM.



- Reduce customer churn
- Free engineer time for product development
- Reduce crash debugging time by 50%
- Improve customer satisfaction
- Reduce SLA violations
- Get predictable development schedules
- Simplify Customer Support
- Ship. Stable. Software.

> "Where every other debugging tool has failed for our large workloads at Fastly, Backtrace succeeds, quickly providing data that gives us a huge head start."
>
> fastly

KEY FEATURES

- True cross-platform crash and exception capture: desktop, web, mobile, game console and server.
- Fast and accurate deduplication, bucketing, and classification that filters out noise.
- Handle high crash volumes without generating duplicate reports and notifications.
- Easy to use tools and integrations to support your human workflows and collaboration efforts.
- One web interface for detailed crash reports, dump files, attachments, symbolicated call stacks, thread and frame details, and everything else an engineer needs to zero in on a fix.
- Issue level resolution status, comments, and tagging.
- Custom data analytics and visualization tools designed for crash investigation.
- Filters and aggregation on dimensions such as platform, release, region, user type, and more.
- Easy zooming from individual crash details out to issue trends across all deployments.

POPULAR PLATFORMS

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COMPRESS THE ENTIRE ERROR LIFECYCLE

HOW FAST CAN YOU FIGURE OUT THERE'S A PROBLEM?
HOW FAST CAN YOU FIGURE OUT ITS BLAST RADIUS?

HOW FAST CAN YOU GET THE RIGHT PEOPLE INVOLVED?
HOW FAST CAN YOU PROVIDE THE CONTEXT THEY NEED?

CAPTURE + PRIORITIZE		RESOLVE	
CAPTURE	ORGANIZE	ANALYZE	COLLABORATE
• ATTRIBUTES / TAGS • CROSS-PLATFORM • CROSS-ENVIRONMENT	• AUTO-SYMBOLICATION • DEDUPLICATION • AUTO-CLASSIFICATION	• DASHBOARD • INVESTIGATION (DEBUGGER) • QUERY ANALYSIS (GROUP BY AGGREGATE, ETC)	• CROSS-POLLINATE IN YOUR TOOLS • DEMOCRATIZE YOUR DEBUGGING
MTTD		MTTR	

"We had no idea when an error occurred before Backtrace,
now we have real-time visibility into 1,500,000 smart home devices."
SAMSUNG SmartThings

BACKTRACE ANSWERS QUESTIONS LIKE:

Are crashes affecting a family of versions such as stable vs. in development?

Which crashes occur in test environments that are not on startup?

Is there heap corruption? If so, What are the distribution of fault addresses and data centers for crashes with heap corruption?

DELIVERING VALUE

Customer	Challenge	Before Backtrace	With Backtrace	ROI
Qlik	Complicated triage and prioritization	Manual intervention and expert-level skill needed	Automated crash capture and easy to use web-based interface	Release 10-30x more often
SAMSUNG SmartThings	No visibility into connected device issues	Missed most problems and acted reactionary	Immediate notification of errors	MTTD and MTTR reduced by 50%
amazon	Inflexible and slow crash reporting system	Custom tooling to support their platforms	Can answer questions like what's important right now	Increased accuracy and ability to prioritize issues

"Before Backtrace, our QA team spent a lot of time deduping crashes, then classifying them as to which team they should go to–graphics crash, low level crash, etc–before we could fix the issue." amazon

POPULAR INTEGRATIONS

JIRA pd DATADOG