

Why TicketCity Made the Switch to Rigor

About TicketCity



Head-quartered in Austin, Texas, TicketCity is the largest privately held ticket company in the world and was the first online ticket reseller. Since, 1990, they have been a top online destination for tickets to sporting events, concerts, theatre, and festivals.

We sat down with Matthew Justice, Director of Engineering at TicketCity, to talk about why his team switched to Rigor.

What were you using to monitor uptime before Rigor, and why did you make the switch?

We were using a popular free tool at first, but quickly outgrew it and needed a more reliable option. We were experiencing issues with false positives and with the tool's performance in general. For instance, it would take several minutes for us to load a graph on their site.

"Before we started using Rigor, we experienced a large number of false positives waking us up at all hours of the night."

Matthew Justice
Director of Engineering
TicketCity

Frustrated with that solution, we turned to an integrated enterprise solution that we thought offered all of the testing capabilities we needed. But, as we started to really invest time and energy in the tool, we realized it was not solving our problem of reliably knowing if our site was down.

That is when we started to evaluate other tools on the market and found Rigor.

RIGOR HELPS COMPANIES MONITOR:



Websites



Mobile Apps



APIs



Streaming
Media



Cloud Apps



Ads



Servers



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What Rigor features have been most useful to you and your team?

Any time there is a disruption in our ticket distribution channel, we are losing money. So if a gateway, API, or our website goes down, we need to know quickly and accurately in order to fix the problem.

Rigor's customizable alerts have been a game changer for us.

Before we started using Rigor, we experienced a large number of false positives waking us up at all hours of the night. We were using two competitive vendors to alert us if our site was down, but neither had the ability to set specific triaging rules when failures occurred.

With Rigor, my team was able to create a triage process that has drastically decreased the number of false positives. If our system is down for two minutes, Rigor will check again in two minutes to verify there is an outage. Only then will we get a phone call and alert. It is one of Rigor's simple features that has made a significant difference for us.

My team has also found value in Rigor's ability to trend our performance data over time. When we release code to production, we can look back to see how it has affected performance.

Rigor's reporting capabilities were a huge upgrade from the free tools we were using. For instance, being able to look back over an extended period and get really granular with the data has been helpful.

Our team also found Rigor's UI much easier to use than other synthetic solutions on the market and Rigor's pricing has been much less confusing, being a set amount each month vs a limited points-based system.



Set alerting thresholds that reflect your performance goals.

Easily identify the root cause of failure in service-oriented environments so you can spend your time fixing hangups rather than hunting for them.

Meet Matthew Justice **Director of Engineering at TicketCity**



Matthew Justice started in this industry five years ago as a developer, now he's the Director of Engineering at TicketCity and is responsible for infrastructure and the DevOps team.