SMARTBEAR

# Top vacation rental company maintains 99.97+% stability for iOS and Android apps with BugSnag

## RESULTS

### Reliability

Maintains 99.97%+ app stability across iOS and Android to prevent crashes and protect revenue.

### Efficiency

Metadata filtering, breadcrumbs, and error grouping speed up detection and prioritization of high-impact bugs.

### Collaboration

Integrations with Jira, Slack, and PagerDuty enable automatic alert routing for faster resolution.

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**BugSnag allows us to maintain high session stability, and that's important to our bottom line. If app sessions are crashing frequently, that will block people from booking, and that impacts revenue. BugSnag is a one-stop shop for application stability issues. It lets us receive alerts, investigative, and act on issues very quickly."**

*Senior Staff Software Engineer,*
*Major Vacation Rental Company*

## Overview

A global vacation rental company needed error monitoring that helped their developers quickly identify issues. Poor user experiences caused by bugs meant lost bookings and lost revenue. A free tool didn't offer the features needed to debug the company's app, which serves millions of customers. To fill this tooling gap, the company, and its hundreds of developers, turned to BugSnag.

## Approach

- Implemented BugSnag Error Monitoring across iOS and Android platforms with hundreds of engineers using the tool.

- Set custom stability scores of 99.95% for iOS and 99.96% for Android to detect stability regressions caused by feature releases.

- Integrated with Jira, Slack, and PagerDuty for automatic routing of alerts to the developer who handles the codetriage for complex crashes.

- Used error grouping to identify and prioritize high-impact bugs.

## Benefits

- Protect revenue by using the stability score to detect regressions and prevent booking disruptions.

- Maintain 99.97+% stability for iOS and Android apps to preserve high app store ratings and positive customer sentiment.

- Identify and prioritize high-impact bugs with error grouping that shows which issues affect the most users.

- Resolve bugs faster with filtering by OS, app version, and device, plus breadcrumbs showing user navigation leading to crashes.