Backtrace has cut down on the time it take to generate crash reports while increasing their accuracy. It’s nice to be able to send people links to Backtrace crash reports and searches.”

-Christopher Swiedler, Senior Engineering at Roblox

KEY FEATURES

- True cross-platform error and crash capture: desktop, web, mobile, device, game console and server.
- Integrated with leading game engines and consoles including: Unity, Unreal, PS4 and XBox One.
- Fast and accurate deduplication, bucketing, correlation, and classification that filters out noise.
- Handle high ingestion volumes without generating duplicate reports and notifications.
- Easy to use tools and integrations to support your human workflows and collaboration efforts.
- Web based debugger provides sharable detailed crash reports, attachments, symbolicated call stacks, full thread, process and frame details.
- Issue level resolution status, comments, and tagging.
- Custom data analytics and visualization tools designed for crash and error investigation.
- Filters and aggregation on dimensions such as platform, release, region, user type, and more.
- Easy zooming from individual error details out to issue trends across all deployments.
CAPTURE, PRIORITIZE, AND RESOLVE SOFTWARE ERRORS, CRASHES AND EXCEPTIONS ON ANY PLATFORM.

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

CAPTURE
- PRODUCTION
- TESTING
- RELEASE

ORGANIZE
- AUTO + SYMBOLICATION
- DEDUPLICATION
- AUTO + CLASSIFICATION

MTTD

ANALYZE

MTTR

ANALYZE
- DASHBOARD
- INVESTIGATION (STRDBG)
- QUERY ANALYSIS (GROUP BY AGGREGATE, ETC.)

COLLABORATE
- CROSS + POLLINATE IN YOUR TOOLS
- DEMOCRATIZE YOUR DEBUGGING

“Backtrace has changed the way we explore and use crash data. Everyone feels comfortable running queries and understanding the health of one of our games”

Brent Lamb, Sr. Producer at Cryptic Studios

BACKTRACE ANSWERS QUESTIONS LIKE:

Is that new feature you just enabled for early adopters ready for full release?

Is a new graphic device driver causing your game to crash?

What’s the root cause of the server crash in our MMO scene?

DELIVERING VALUE

<table>
<thead>
<tr>
<th>Customer</th>
<th>Challenge</th>
<th>Before Backtrace</th>
<th>With Backtrace</th>
<th>ROI</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROBLOX</td>
<td>Scaling to meet cross-platform user growth</td>
<td>Custom tooling to support their platforms</td>
<td>All the info and context for debugging in one interface</td>
<td>Immediate notification of stability issue with new releases</td>
</tr>
<tr>
<td>Garena</td>
<td>Long time to detect issues</td>
<td>Incomplete information and infrequent submissions</td>
<td>Faster submission times and confident prioritization</td>
<td>100% coverage of issues</td>
</tr>
<tr>
<td>Amazon</td>
<td>Inflexible and slow crash reporting system</td>
<td>Custom tooling to support their platforms</td>
<td>Can answer questions like what’s important right now</td>
<td>Increased accuracy and ability to prioritize issues</td>
</tr>
</tbody>
</table>

“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.”

POPULAR INTEGRATIONS

slack JIRA Microsoft Teams PagerDuty Datadog

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