

CASE STUDY



Razorpay Reduces Incident Management Costs By 60%

Meet Razorpay



Razorpay, a leading fintech firm in India, specializes in providing user-friendly payment solutions for businesses

With a reputation for reliability and innovation, Razorpay offers gateways, online payments, and recurring payment solutions.

Razorpay operates at a massive scale, processing transactions worth over \$150bn for millions of businesses and individuals, and thus prioritizes robust infrastructure and security measures for seamless transactions and data protection.

However, the team encountered challenges with their current incident management tool, PagerDuty, particularly in onboarding new members and meeting expanding requirements. Looking to mitigate this friction, they migrated to Xurrent IMR for its user-friendly interface and 150+ integrations, deeming it as the ideal choice as their reliability partner.

Challenges with their previous tool: Pagerduty

Razorpay aimed to enhance their current incident management process due to some well known limitations with their existing tooling, PagerDuty. They encountered challenges such as:

Complexity for large teams

Pagerduty was overly complex, making it difficult to effectively coordinate and manage incidents. New team members found it daunting to learn how to use the system effectively.

Insufficient data analysis capabilities

The system lacked robust analytics, making it hard to analyze past incidents and improve future responses.

Extracting insights from incidents proved challenging due to insufficient reporting capabilities.

Unintuitive interface

The user interface of the system was not user-friendly and required significant effort to navigate. This slowed down response times and hindered overall efficiency.

Alert Fatigue

One of the major challenges faced by the development teams was alert fatigue.

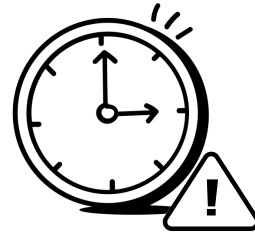
Pagerduty generated a high volume of alerts which resulted in a decreased developer productivity during critical development sprints.

These challenges translated to:



Slow Response Times

Identifying and resolving critical incidents took longer than desired.



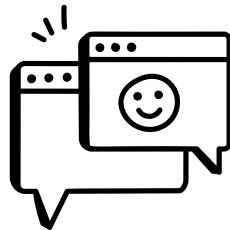
Wasted Resources

Engineers spent valuable time sifting through irrelevant alerts.



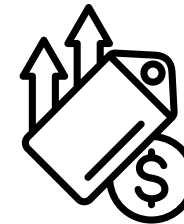
Reduced Morale

Alert fatigue impacted developer morale and productivity.



Sporadic Developer Support

Inconsistent support exacerbated Razorpay's operational challenges.



Unjustifiable Pricing

PagerDuty's expensive plans were a major concern considering the features offered



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IMR's user-friendly interface and robust features were a perfect fit for our needs. We quickly saw a **decrease in incident management costs and improvement in engineer productivity**”

Sandeep R

Lead DevOps Engineer at Razorpay

After evaluating various options like OpsGenie and VictorOps, Razorpay discovered Xurrent IMR. IMR's user-friendly interface and comprehensive feature set stood out.

Implementation & Migration

The implementation process with IMR was smooth. Unlike their previous experience with PagerDuty, migrating their entire team of 500-600 engineers took less than a week. This included transferring over a year's worth of data and alerts.

Efficiency

At Razorpay, engineers mainly used phone calls and Slack. With IMR's alert summaries, they could quickly understand each alert from their preferred channels and decide if action was needed—speeding up responses and reducing the need to check another system.

Alert Fatigue

Razorpay utilizes a systematic approach to alert management. One of the challenges was to reduce alert fatigue and improve productivity. Now, they use IMR's tagging system by severity, allowing them to categorize alerts by severity. This allows them to prioritize critical issues and minimize distractions from less urgent alerts. Overall, this approach significantly reduced alert fatigue for their engineering teams.

Measurable Outcomes:

↓ 65%

Reduced Costs: Incident management tool expenses dropped by a remarkable 60-65%.

↓ 35%

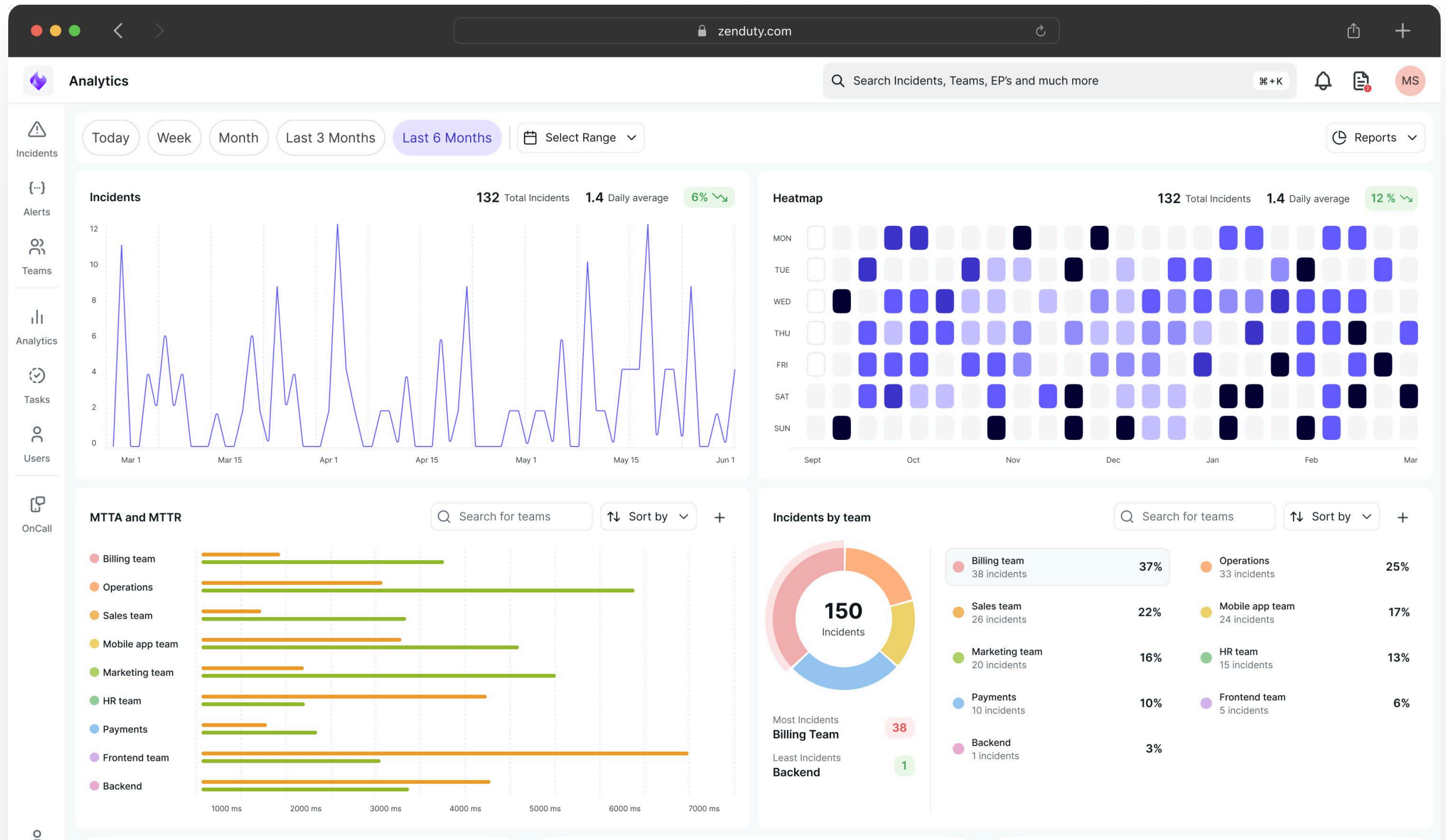
Reduced Alert Fatigue: Streamlined workflows and better alert filtering led to a decrease in alert fatigue for engineers.

↑ 25%

Increased Efficiency: Engineers saved 20-25% of their time due to improved processes, allowing them to focus on core tasks.

Razorpay's favourite Xurrent IMR features:

Saved Time on Reports: Built-in analytics meant engineers didn't need to spend time creating custom reports, which allows them to focus on resolving issues faster.



Razorpay's favourite Xurrent IMR features:

The Right Alert to the Right Person: Smart alert routing systems ensured alerts notified the right engineers at the right time. A godsend for larger enterprises.

Name of Alert rule

Route Payment Errors

Not

And

Or

+ Add Rule

Payload (value match) ▾

payload search ▾

\$.commonLabl..

stripe

Equal to ▾

Payload (value match) ▾

payload search ▾

\$.culprit.url

billing

contains

Message ▾

Contains ▾

payment

Action

Assign User ▾

MS

Michael Scott ▾



“

Xurrent IMR's support team was extremely helpful and was there to answer all of our questions during our trial.

They even went the extra mile by connecting us with a dedicated developer resource to help us build on top of their offerings.

Truly one of the easiest tooling migrations we have ever gone through.

Mudassir Razvi

Senior Engineering Manager - DevOps at Razorpay

Industry leaders trust Xurrent IMR for their reliability needs.

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Build your success, get started today

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