

CASE STUDY



# Electrum Reduced MTTR By 60%



# Meet Electrum



Electrum Payments is a leading provider of cutting-edge Software as a Service (SaaS) solutions in the finance and payments industry.

Committed to innovation, security, and reliability, Electrum specializes in delivering secure payment processing solutions to South African banks, retailers, mobile operators, and insurers.

As a trusted partner to these businesses, Electrum's high-value, low-volume systems prioritize scalability, reliability, and customer satisfaction through an always-on system, supporting their customers' businesses.

To ensure top-notch incident management and maintain their status as a reliable product provider, Electrum connected with Xurrent IMR

# Reliability Issues Before Xurrent IMR

## IM Best Practices

Electrum was looking for an automated incident management platform to help them mitigate any response delays, manage call logging along with categorization and monitor incident reporting.

## Notification Precision

The team wanted to ensure that the right people were notified whenever an incident occurred. Their aim was to reduce MTTA and MTTR to enhance customer satisfaction.

## Limited Visibility

Electrum faced challenges in monitoring and evaluating the overall production's system health of their infrastructure due to the absence of a centralized incident tracking system.

## System Alignment Complexity

With a number of systems in play, Electrum required end-to-end software solution capable of integrating the multiple channels that customers use to raise queries or issues.

## Threshold-based Alerts

Managing alerts based on predefined thresholds proved to be a complex task, demanding a more efficient approach that IMR was able to solve for.

“

IMR has improved our customer incident management. The platform is incredibly reliable, robust, and has become a trusted alerting partner.

What sets IMR apart from other big players in incident management is the level of interaction.

If I write a query the support channel, I know for a fact someone is going to come back and talk to me, and it's very reassuring to know that my requests aren't going into a black hole”



*Heinrich*

Lead DevOps Engineer at Electrum



# Xurrent IMR's Role in Product Reliability

## Structured Incident Management Process

IMR provides Electrum with a clear and easy-to-follow incident management process.

## Centralised Incident Tracking

A centralized incident tracking system gives them real-time visibility of the status of all active incidents.

## Tracking Incident Metrics

Electrum tracks incident metrics like MTTA and MTTR, enabling the team to identify areas for improvement.

## Setting Up Escalation Metrics

IMR's threshold-based alerts and escalation rules help them address urgent incidents promptly and effectively

## Trends Systems Integrations

IMR integrates with Monitoring systems, APM, and CI/CD pipelines and providing Electrum a unified view of their infrastructure.

# How We Work

## Electrum's SRE practices

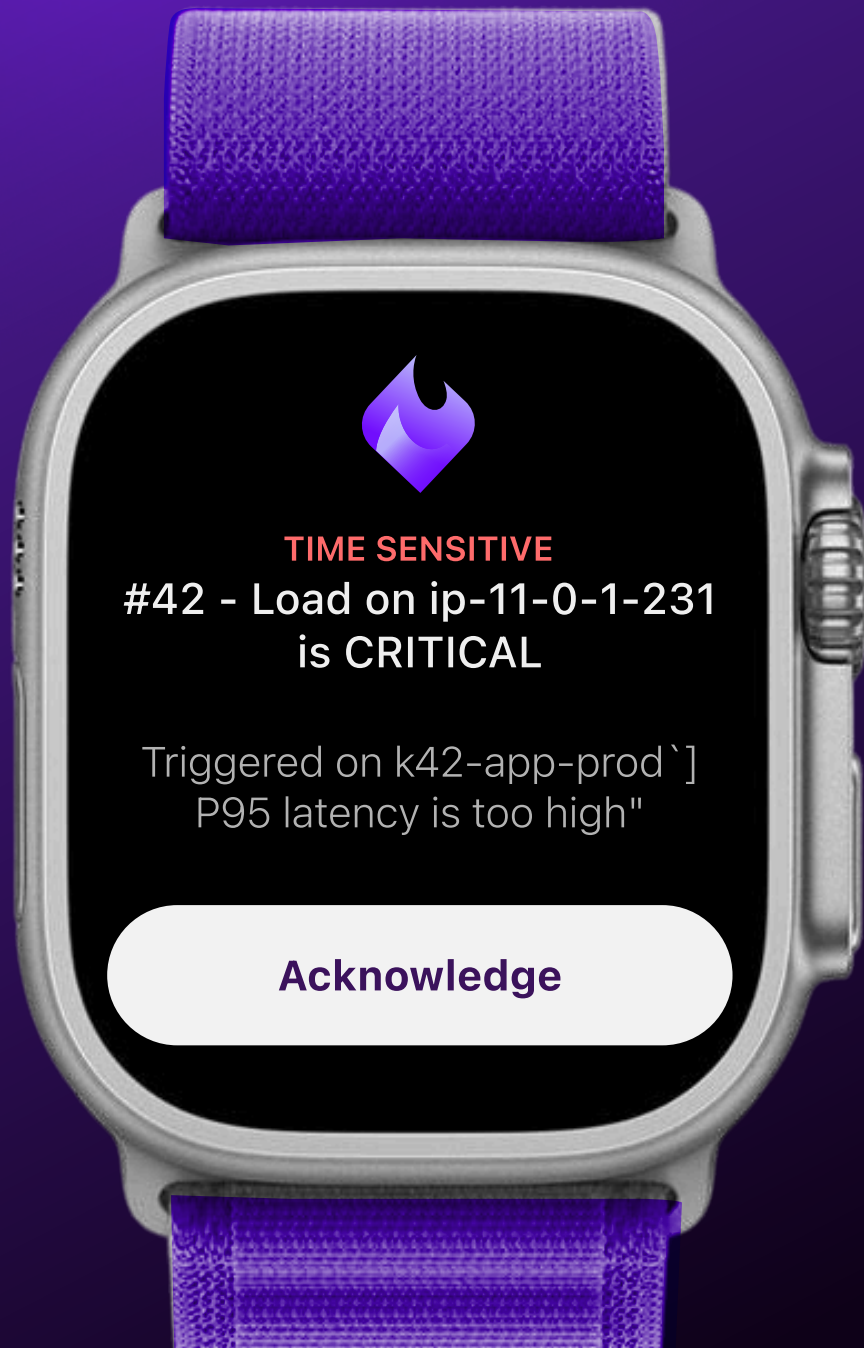
- Alerts are configured to trigger when specific conditions demand attention.
- Monitor system performance and track incident count.
- Establishes escalation policies and on-call schedules to ensure that critical alerts are never overlooked.
- Reports to track improvements in MTTA and MTTR.

## Xurrent IMR's Contribution

- ✦ Responsible for the day-to-day functioning of systems within the engineering team's scope.
- ✦ Handles incident management and response.
- ✦ Manages incident reporting processes.
- ✦ Helps with setting up escalation policies and on-call schedules.



# Why Xurrent IMR



Xurrent IMR is an all-in-one incident management and on-call alerting platform that helps businesses streamline their incident response processes.

## 150+

Application integrations

It provides system-wide visibility and advanced analytics for effective postmortems.

## 60%

Reduction in time to resolution

## 80%

Reduction in time to detect

## 50%

Fewer SLA breaches

## 99.9%

Availability

# Industry leaders trust Xurrent IMR for their reliability needs.

 Rakuten Viber  Razorpay  navi book  myshow [24]7.ai

## Build your success, get started today

WRITE TO US  
[info@xurrent.com](mailto:info@xurrent.com)

WEBSITE  
[xurrent.com](https://xurrent.com)

