

CASE STUDY



# How Chalo Streamlined the Road to Reliability

# Meet Chalo

India's #1 bus transport technology company has built an app that utilizes cutting-edge technology to provide riders with real-time updates on their bus's location, speed, and estimated arrival time.

This eliminates the guesswork and allows passengers to confidently plan their journeys, avoid unexpected delays, and arrive at their destinations on time.

To ensure their app remains reliable, Chalo wanted an incident management solution that would notify the engineers immediately whenever something went wrong.

After reviewing multiple solutions, the team chose Zenduty for its robust incident management capabilities.

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Xurrent IMR ticked all the boxes for us. The turnaround was very quick, and all our requests were met.

This experience strengthened our trust in Xurrent IMR showing they are dedicated to improving the lives of platform teams.



*Atmesh M.*

Associate Vice President - Platform

# Bumps Before Adopting Xurrent IMR

## No Incident Management Tool

Initially, Chalo used Slack as the only communication channel when something went wrong. Building a reliable app without a proper incident management process made things difficult.

## Alert Noise

Relying solely on Slack for incident management meant that with around 20 people on a channel and multiple alerts coming in, it was difficult to identify the right alerts. This often resulted in missing critical ones.

## Using Multiple Tools

Chalo used a mix of tools such as Slack, AppOptics, Datadog, Pingdom, and custom alerts from their in-house ticketing system.

## Integration Challenges

Managing incidents with multiple tools was cumbersome and inefficient. Alerts from different sources were scattered, making it difficult to identify alert owners and prioritize incidents.

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For us, onboarding was straightforward. The tools we were already using were part of the integration, making the process seamless. After we onboarded, we acquired a couple of companies.

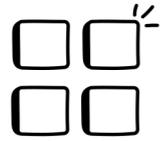
For instance, Shuttle was using Pagerduty, and Google was using Opsgenie internally. Their migration was very simple because scripts were shared, allowing all data to be automatically copied and everything to be created effortlessly.



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Associate Vice President - Platform

# How Xurrent IMR Helped Chalo Handle Bumps



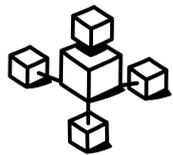
## Unified Platform

Zenduty integrated all of Chalo's tools, simplifying incident management. Alerts from AppOptics, Datadog, Pingdom, email, and their ticketing system are now consolidated in one place.



## Efficient Alert Management

Zenduty's alert rules filter and prioritize notifications, minimizing noise and ensuring that critical issues are addressed promptly.



## Seamless Workflows

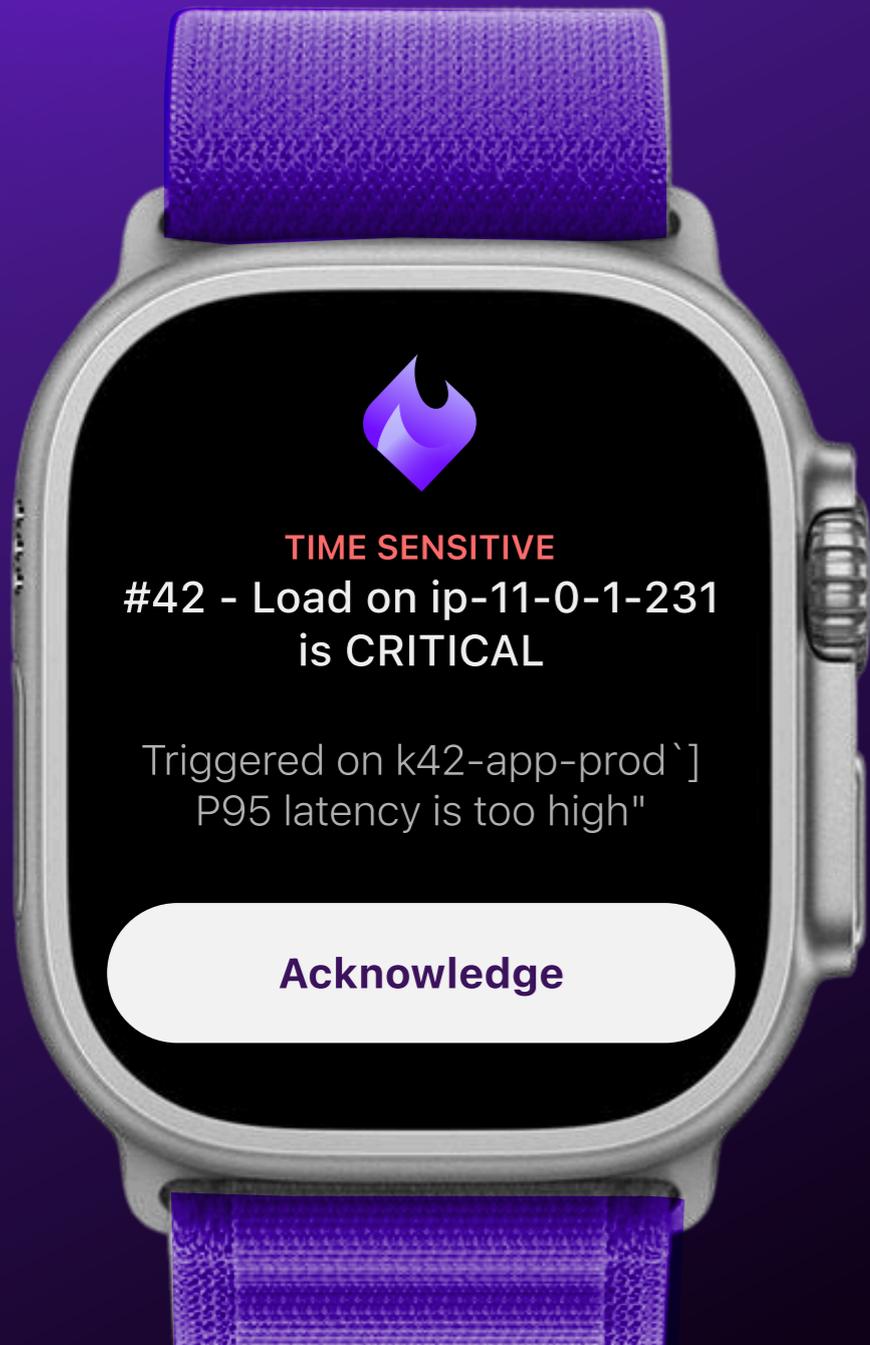
With custom integrations and automated processes, such as round-robin scheduling for ticket assignments, Zenduty improved Chalo's operational efficiency and reliability.



## Improved Communication

The Slack integration with Zenduty enhanced communication by directing alerts to the appropriate person, reducing confusion and improving response times.

# Metrics Improved



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

## Zero

SLA Breaches

## 95%

Reduction in Alert Noise

## 90%

Improvement in MTTA and MTTR

## 99.9%

Availability

## 10-15mins

Minutes Taken to Resolve Incidents

# Industry leaders trust Xurrent IMR for their reliability needs.

 Rakuten Viber

 Razorpay

 navi

bookmyshow

[24]7.ai

## Build your success, get started today

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