

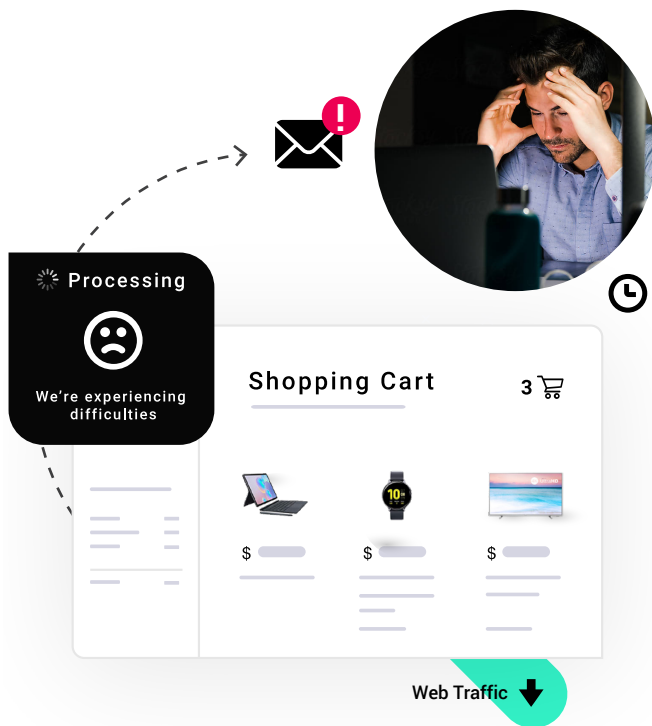
xMatters Powers the World's Most Reliable Customer Experiences



Enterprises are focused on two distinct areas of importance: consistently developing products that customers love, and creating a fully available and disruption-free experience.

The challenge. The faster and more innovative development teams are, the greater the likelihood they'll face customer-impacting issues.

When your business is on the line, emails, 2am page-outs, and inaccurate (or manual!) on-call schedules create critical downtime risk that destroys the customer experience.



Service reliability underpins every modern business. Without reliable services, organizations cannot build the trust required to keep their customers loyal or free up time to focus on product innovation and differentiation. Modern tech teams must detect, prevent, and resolve issues quickly—before they become business problems.

xMatters is a service reliability platform that helps DevOps, SREs and operations teams address critical points in the incident management lifecycle to ensure infrastructure and applications are always working:

Prevent

Pinpoint issues before they become incidents

Respond

Identify and notify the right individuals and groups

Resolve

Orchestrate workflows to fix issues faster via automation

Learn

Iterate and improve with insights from rich data

Workflow Automation is Key

xMatters automates incident workflows to deliver products rapidly at scale. Our code-free workflow builder, adaptive approach to incident management, and real-time performance analytics all support a single goal: the happiness of your customers.

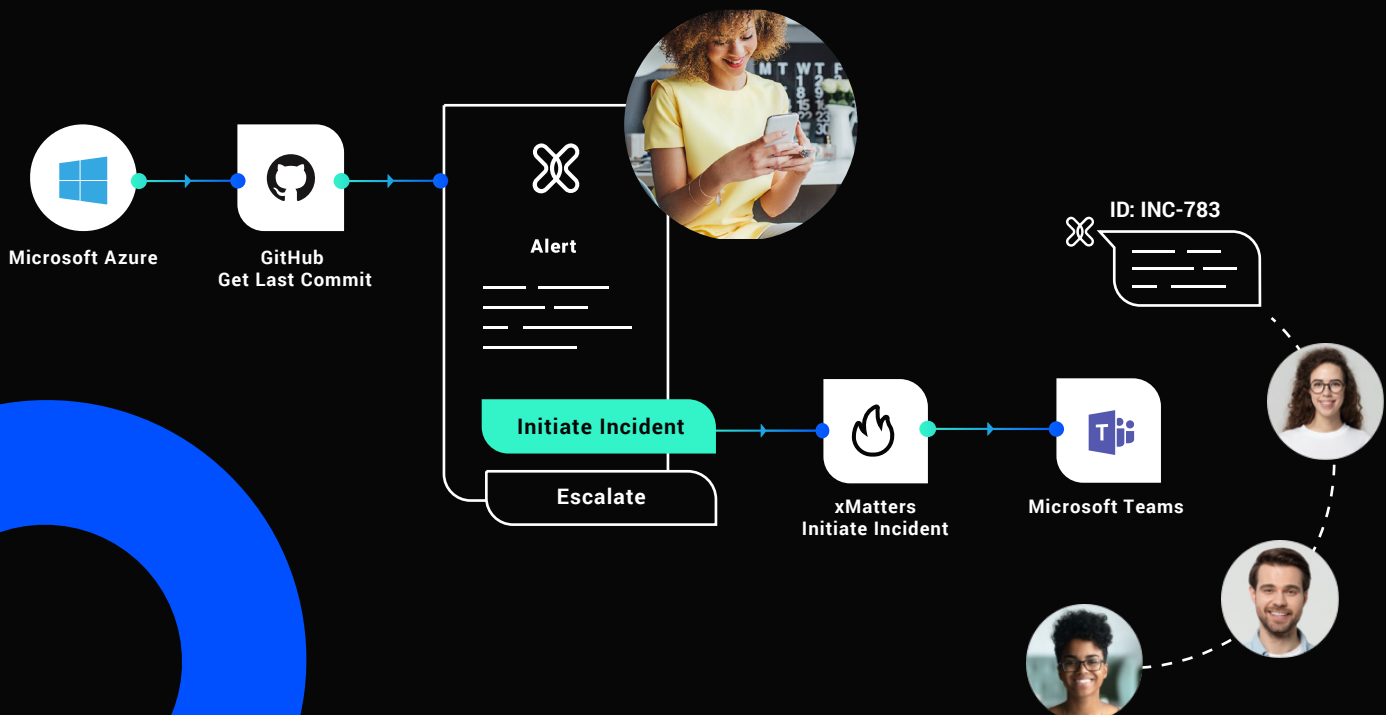
At the first sign of trouble, xMatters aligns tools, teams, and data to coordinate collaboration and remediation steps to resolve issues quickly. xMatters automates processes to eliminate time wasted on manual steps like toggling between systems, searching for information, and finding the right people.



As organizations increase in reliance on DevOps toolchains like continuous integration/continuous delivery (CI/CD), solutions demand automated integration with incident management processes. Traditional incident management models cannot meet the needs of agile cultures because of the manual tasks in the incident response workflow.

GARTNER

Coined the term "Incident Response Automation" in its 2020 report Automate Incident Response to Enhance Incident Management



Incident Management at Enterprise Scale

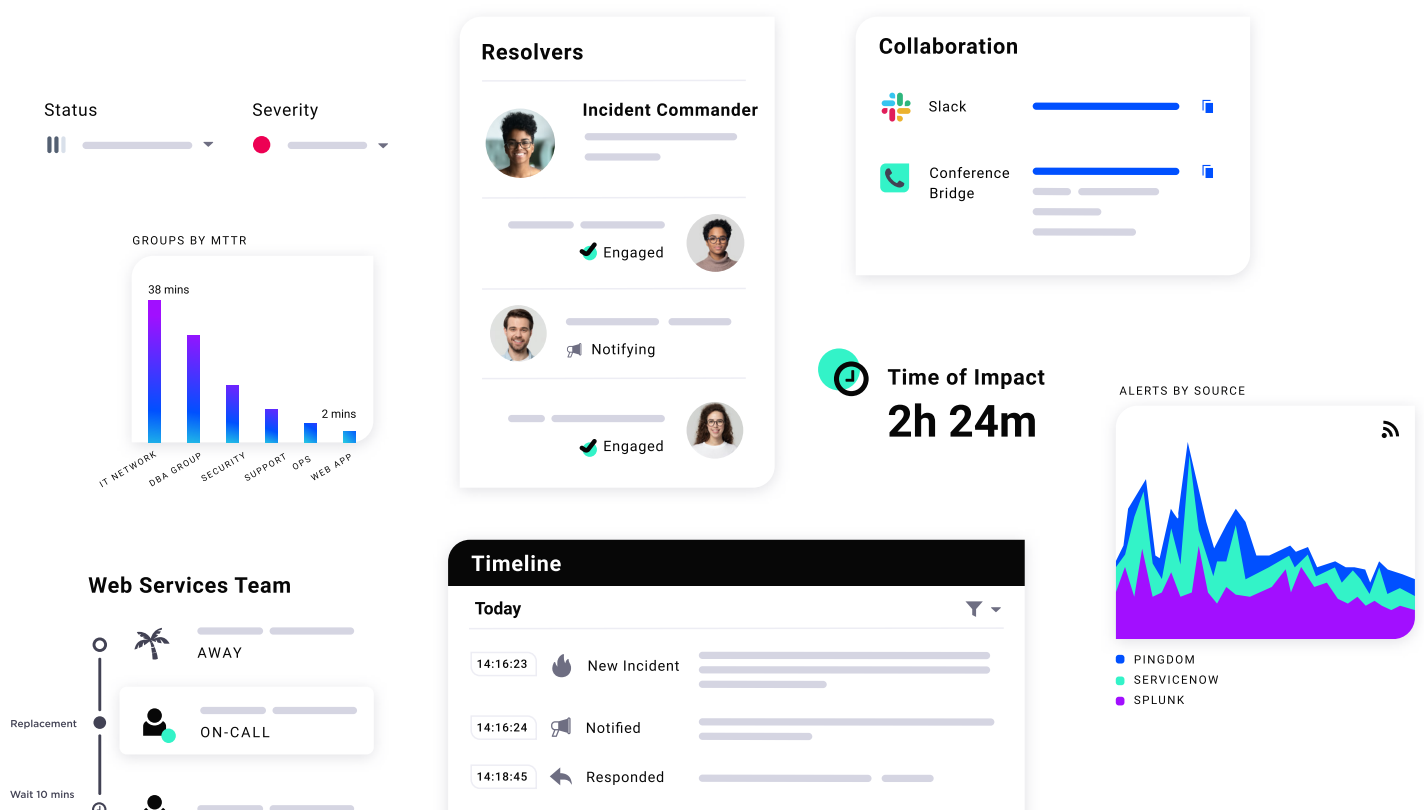
xMatters helps diverse customers automate complex incident management processes and meet demanding market expectations:

- ▶ athenahealth meets its uptime SLA while servicing 91 million patient records and supporting more than 1 billion website visits per day.
- ▶ The Principal Financial Group responds to more than 350,000 messages per month while serving more than 20 million customers worldwide
- ▶ Kellogg's reduces resolution times for major incidents by 80%.



xMatters integrate(s) with our global event management systems (to) process approximately 50,000 events daily. . . No other vendor (could) deliver the volume of IT events occurring in our organisation.

GLOBAL TOP FIVE
banking institution on G2





Solutions—Less Toil, More Triumph



Want to deliver remarkable customer experiences? xMatters automates workflows to proactively address potential issues associated with new releases, spikes in usage and technology deployments.

DevOps and SREs use xMatters to keep services running and automate incident response with highly configurable, low-code workflows, accelerating best practices for detecting and addressing issues throughout the release process.

Infrastructure & Operations: By connecting your critical monitoring tools, xMatters turns data insights into prescriptive actions that help operations teams collaborate efficiently and maintain reliable, high-performance digital services (so your company doesn't grab headlines for all the wrong reasons).

Business Continuity: xMatters gives you the situational awareness to respond quickly to catastrophic events, bringing control to chaos. xMatters' business continuity solution orchestrates and guides your emergency response with structured communications to bring control to any event that places your business at risk.



The xMatters library of integrations and API endpoints helped us create a significant toolchain collaboration between various industry standard applications, such as Cloudwatch, Slack, Splunk and ServiceNow. We proactively triage events with xMatters intelligence to conditionally route events and create a very comprehensive feedback loop.

PRESTON THRONTON

Senior DevOps Engineer



xMatters by Industry



Financial Services

Build trust by providing world-class digital experiences to your customers without interruption.



Healthcare

Ensure critical services are always available for your patients and providers.



Retail

Pinpoint and resolve system degradation issues before your customers even notice—and before they impact your revenue.



Service Providers

Earn a reputation for rock-solid service reliability while moving fast on new features.



Technology

Keep the systems and services that power your customer experience running 24/7 so you can focus on building great products.

Don't see your industry here?

xMatters makes it easy to tailor operations workflows to specific industries, whether in manufacturing, government or education.

Get in touch to see how we can work with your business.

Results from one of our customers delivering high-impact digital services

95%

Improvement in response time

80%

Reduction in customer churn

35%

More releases



xMatters Service Reliability Platform

We help companies build remarkable customer experiences, rapidly iterate with confidence, protect against service issues, reduce operational pain and extend the value of existing applications. The following capabilities are core to xMatters' unified platform:



On-Call Management

Manage on-call seamlessly. Automatically escalate to the right people, schedule with ease, and act on detailed alerts from anywhere



Adaptive Incident Management

Stay resilient in any scenario with our adaptive approach to incident management. Automate resolution, protect customers from disruptions, and learn from each event.



Signal Intelligence

Put situations in context and cut through the noise of multiple monitoring tools with filtering and suppression, alert correlation, enriched notifications, and routing based on role or function.



Actionable Analytics

Get quick insights into key metrics to understand inefficiencies, boosting collaboration and productivity across engineering and operations teams.



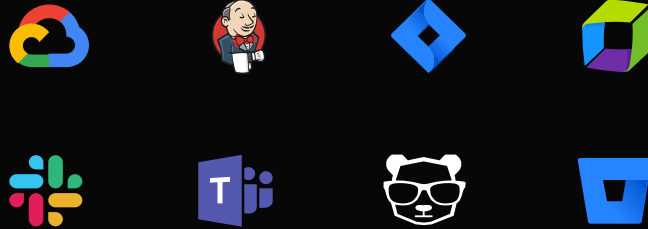
Workflow Automation

xMatters code-free workflow builder, Flow Designer, lets you build flexible drag-and-drop workflows to proactively address issues for any use case, across on-premise and public/private cloud applications.



Integrate with the Tools You Love

Use xMatters to connect your modern and legacy tools to build powerful, automated workflows for any use case, across on-premise and public/private cloud applications—so your team can work incidents the way they want.



Security You Can Trust

We protect your personal and company data by ensuring secure and reliable collaboration within our SaaS platform, and continue to invest in the security of our services to not only meet but exceed industry standards.



ISO 27001



ISO 27017



ISO 27018



Privacy Shield



SOC 2



SOC 3



xmatters.com