

ViaSat Optimizes Scheduling with xMatters

Viasat[™] 



What is ViaSat's primary xMatters use case?

It is mostly used to schedule our on-call system to support our customers. We use it a lot to schedule people, put in absences, etc. We also use it to see the other teams that we can contact.



xMatters brought efficiency in terms of how quickly we resolve matters and how quickly we can get in touch with the person who is actually on-call. It has definitely helped us with that.

NIKITA C.

Software QA Analyst at ViaSat

How has it helped ViaSat?

We have integrated it with Slack to see who is on-call. We do a query on Slack, and it just brings the information back from there. The integration was pretty easy. We just had to install the app, and after that, we got it going.

It brought efficiency in terms of how quickly we resolve matters and how quickly we can get in touch with the person who is on-call. It has helped us in building workflows that meet our needs. We have such a wide network of teams. We are all across the globe, and to be able to interact with people at a short notice and be able to schedule where we know what's happening has been really good.

Its targeted, content-rich notifications have helped to reduce response times in our organization. We can set up notifications through our phones and through the system. So, we are notified of things as they come.

It saves a significant amount of time because I get the notification immediately on my phone when things are not working, and I'm able to quickly say "I'm on it," or "I'm resolving it." It is really helpful to have that integration. So, there is definitely a significant amount of time savings.



Being able to split the week however we want is definitely most valuable. We can create shifts and also see other teams' schedules. It is a very easy search to do these things.

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Software QA Analyst at ViaSat

What is most valuable?

Being able to split the week however we want is definitely most valuable. We can create shifts and also see other teams' schedules. It is a very easy search to do these things.

Its intuitiveness and flexibility when it comes to customizing on-call schedules, rotations, and escalations are good. It is easy to use. It doesn't take that long to onboard people on this.

For how long has ViaSat used xMatters?

I have probably been using this solution for the past two years. We started using it when we moved to having on-call.

What do you think about the stability of xMatters?


It is stable. We didn't have any issues with it.

What do you think about the scalability of xMatters?

We have about 200 people who use it. We use Slack, Jira, and xMatters for our on-call work. We have already integrated it with Slack, but I'm not sure how it works with Jira. I don't know if it can be integrated with Jira. That is something that we will have to explore.

What other advice do you have?

I would rate this solution a seven out of ten. There are things like having to remember when we were scheduled, but there are also some really neat features. It is easy to be able to get notifications, set up the app, and schedule absences. It is a pretty straightforward solution.

 This case study originated from Peer Spot. You can find the original review [here](#).



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