



Razorpay reduces incident management costs by 60% *with Zenduty*

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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 Zenduty 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:

01 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.

02 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, complicating the identification of root causes and areas for improvement.

03 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.

04 Alert Fatigue

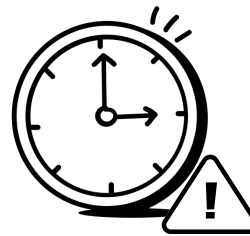
One of the major challenges faced by the development teams was alert fatigue. Pagerduty generated a high volume of alerts which resulted in a decreased developer productivity during critical development sprints.

These challenges translated to:



Slow Response Times

Identifying and resolving critical incidents took longer than desired.



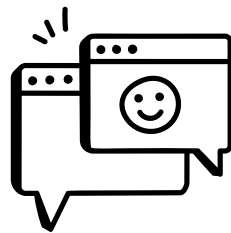
Wasted Resources

Engineers spent valuable time sifting through irrelevant alerts.



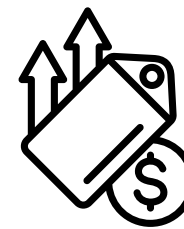
Reduced Morale

Alert fatigue impacted developer morale and productivity.



Sporadic Developer Support

Inconsistent support exacerbated Razorpay's operational challenges, causing delays in their process.



Unjustifiable Pricing

PagerDuty's expensive plans were a major concern in relation to the features offered.

“

Zenduty's user-friendly interface and robust features were a perfect fit for our needs.

We immediately saw a decrease in incident management costs and a substantial improvement in engineer productivity”



SANDEEP RAGHUWANSHI
Lead DevOps Engineer at Razorpay

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

◆ **Implementation & Migration**

The implementation process with Zenduty 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 primarily rely on phone calls and Slack for communication. Zenduty's alert augmentation features allowed them to create clear summaries for each alert type. This enabled engineers to quickly assess alerts through their preferred channels and determine if immediate action was required. This resulted in faster response times and reduced the need to log into a separate system to evaluate alerts.

◆ **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 Zenduty'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%

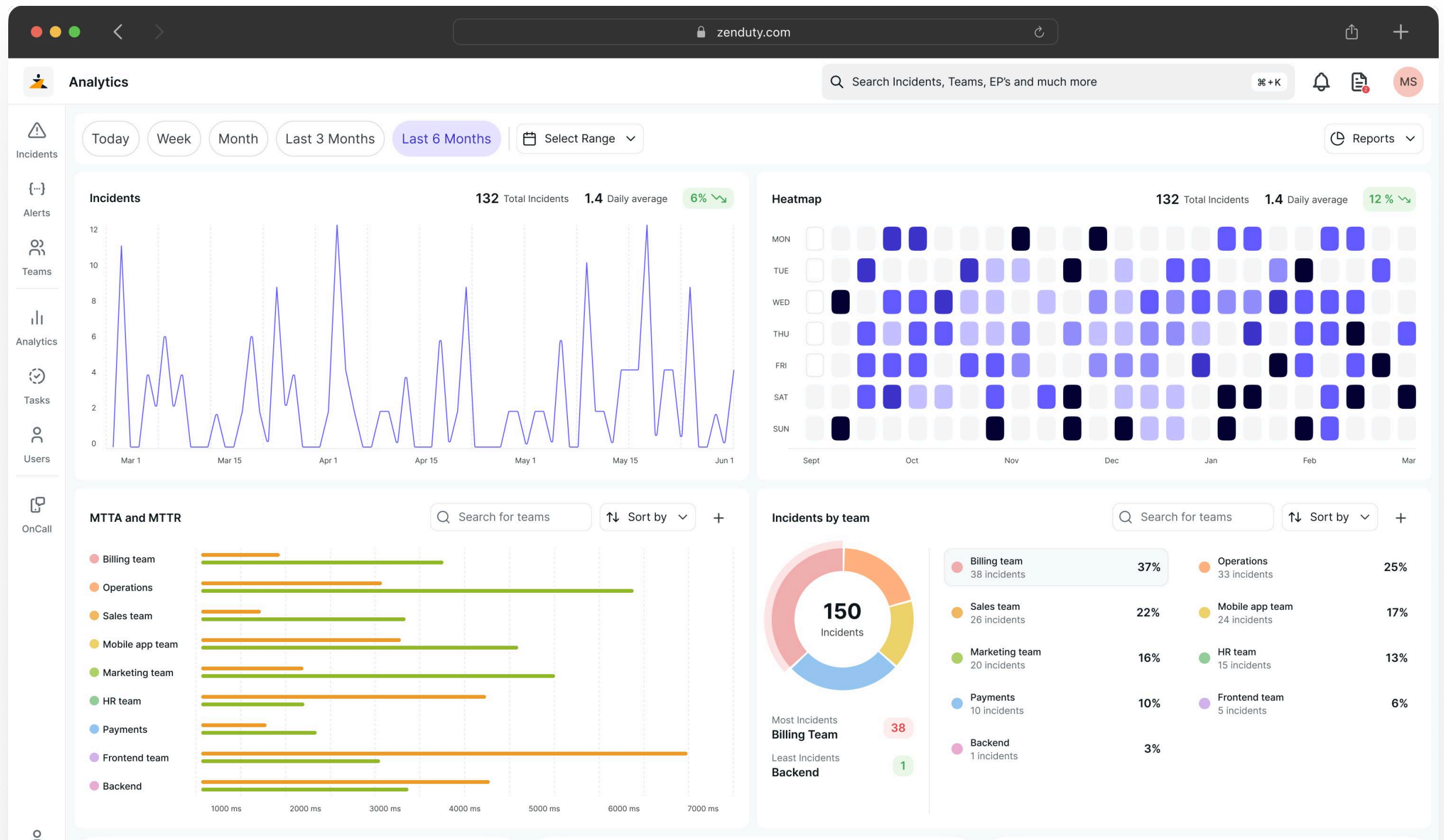
Reduced Alert Fatigue : Streamlined workflows and better alert filtering led to a decrease in alert fatigue for engineers.

↑ 25%

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

Razorpay's favourite Zenduty 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.



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 ▾

“

Zenduty'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

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