

Global Music Streaming Service Achieves 99.96% App Stability to Protect Revenue and Subscriber Experience

RESULTS



Reliability

Maintains 99.93+% session stability across iOS and Android apps to prevent crashes that hinder streaming and impact revenue.



Efficiency

Unified dashboard with breadcrumbs, error grouping, and device/user impact data eliminates tool-switching and accelerates debugging.



Collaboration

Integrations with Jira and Slack enable automatic alert routing for faster resolution.



We really needed visibility into our stability scores, and BugSnag delivers for us. Now, every report that goes to leadership includes a stability score for Android, FireOS, and iOS platforms.”

Technical Program Manager

Overview

A global streaming music service with millions of daily streaming sessions across multiple platforms and devices needed an error monitoring tool to determine the root cause of crashes faster. Their previous tools – one developed internally, one used mainly by game developers, and a free one with limited features – lacked visibility across platforms for quick debugging, breadcrumbs for reproducing issues, and couldn't provide stability reporting needed to align engineering efforts with business goals.

With BugSnag, the service met its goal of achieving a 99.96% stability score for iOS and 99.93% for Android, ensuring that nearly all user sessions were crash-free and delivering a customer experience that keeps subscribers satisfied.

Approach

- Implement BugSnag Error Monitoring across Android, FireOS, and iOS platforms with 250 engineers using the tool.
- Use the stability score to determine if releases caused a regression.
- Integrate with Jira and Slack for automatic routing of alerts to the developer code.

Benefits

- Stability scores help engineers determine if a release is stable, providing a positive user experience and preventing churn.
- Unified error tracking replaces fragmented monitoring tools across brownfield hybrid architectures.
- Faster debugging with ANR and app hang detection, including out-of-memory crash identification, plus intuitive dashboards showing impacted OSes and devices.
- Automatic error routing to code owners reduces time to resolution.