

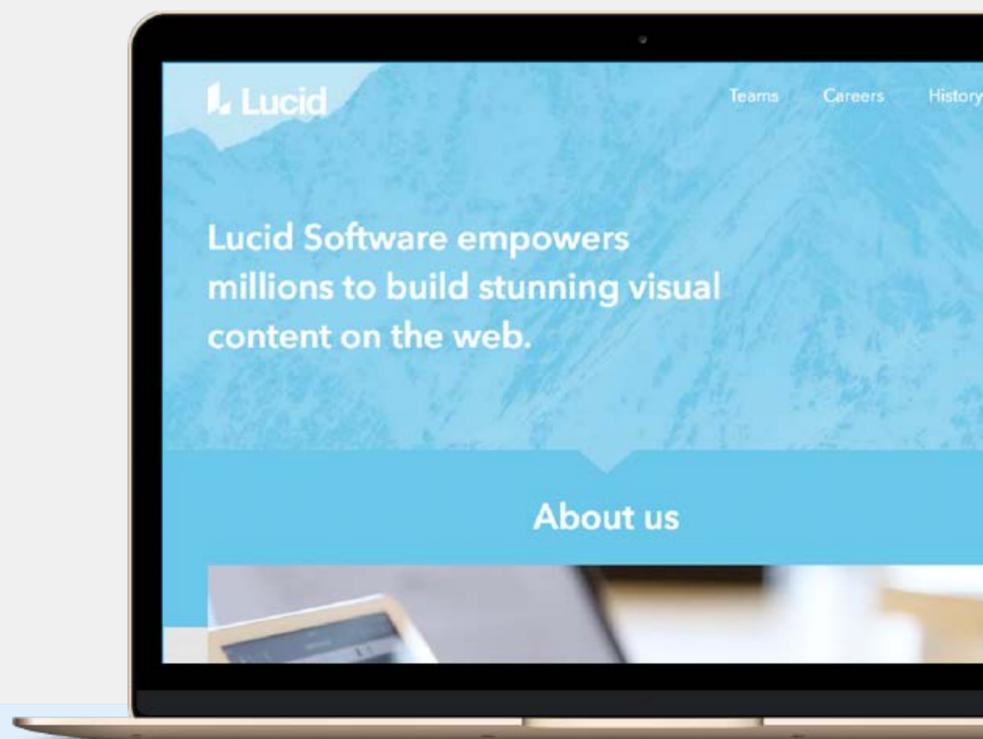
Case Study

Lucid Software: South Jordan, UT - Makers of Lucidpress and Lucidchart



Lucid

Watchdog Prevents Disk & Load Issues from Affecting Customers at Lucid Software



2 anomalies

2 unique anomalies Lucid was previously unaware of

23 sec

23 seconds to install on Lucid's systems

\$0 cost

\$0 cost to Lucid Software to run Watchdog



Blue Matador CEO, Matthew Barlocker and Lucid staff engineer, David Torgerson

Lucid Software Discovers Previously Unknown Server Anomaly with Blue Matador's Watchdog System Vitals Monitor

As is the case for many cloud-based software companies, server and app uptime is king when it comes to customer satisfaction and retention.

Lucid Software of South Jordan, Utah — maker of the popular [Lucidchart](#) and [Lucidpress](#) web apps — goes to great lengths to ensure high availability for its flowchart and publishing software. One usage spike in a production environment can escalate into reliability issues that can affect customers and their ability to work or access their data in a moment of service-level agreement (SLA) downtime.

“Watchdog warned me there was a disk space usage rate anomaly due to load tests,” Torgerson said. “Pre-prod sat idle, then Jenkins started our script to test building in our environment, introducing more traffic which manifests as an increase in context switches.”

Watchdog will provide value to Lucid Software's DevOps team. Torgerson was even more impressed that Watchdog could do that at no cost whatsoever to the company since Watchdog was completely free to install and use, making a proof of concept (POC) “incredibly easy” for the team, he said.

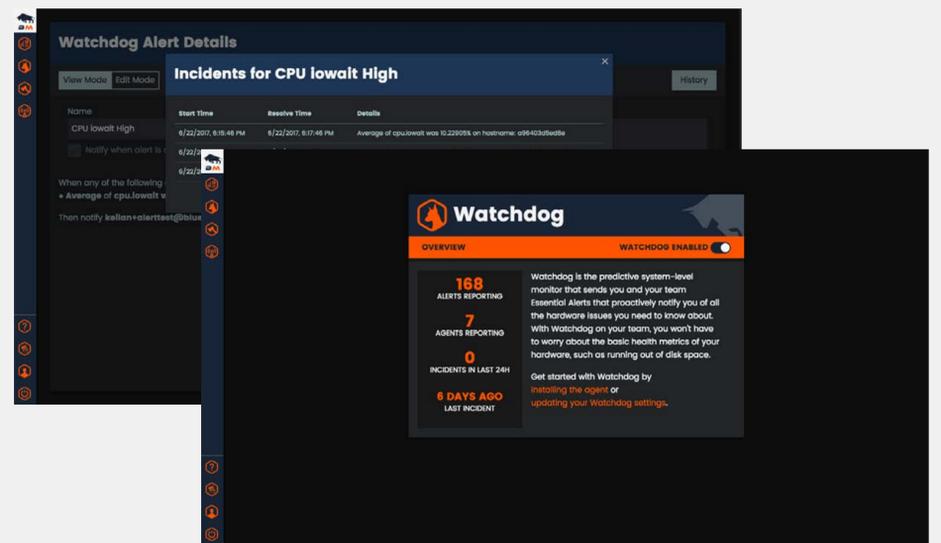
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Solution

Lucid Software installed Watchdog on their servers in just 23 seconds and received an urgent system notification about two previously unknown hardware anomalies that same day.

With so many hardware data points to monitor (such as CPU load, swap space, and usage spikes, to name a few), David Torgerson, staff engineer and head of DevOps at Lucid Software, chose to install [Watchdog](#) on his systems to give it a try.

Since Watchdog runs on Blue Matador's Smart Agent, a system daemon that is shared among all Blue Matador monitoring products, it was really easy for Torgerson to get it set up and start notifying him out the box without any config on his part.



How Watchdog Works



INSTALL FOR FREE



Results

Watchdog's powerful, zero-config alerts notified Torgerson of an abnormality that the company's paid enterprise software had been missing all along.

"I was completely blind to it," he said. "But now I know it's a great indicator of potential errors over time without even setting up any alerts ahead of time."

"Watchdog warned me there was a disk space usage rate anomaly due to load tests," Torgerson said. "Additionally, my testing environment usually sits idle, but then as Jenkins kicked off one of our load tests, it introduced more traffic, which manifested itself as an increase in context switches."

The alert increased Torgerson's faith that Watchdog wasn't going to be super spammy or lead to alert fatigue for my team, he said. Even though he had spent hours configuring other monitoring tools, he was completely confident Watchdog could alert him about issues he hadn't even thought about setting up.

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The Free System Vitals Monitor

Watchdog is the free system vitals monitor that guards your systems by proactively alerting you of hardware anomalies.

Offered as “free forever” software that doesn’t require a credit card or prior approval to create an account, Watchdog offers comprehensive hardware notifications like CPU overload, ulimit errors, swap space issues, and more. As part of the Blue Matador DevOps monitoring platform, Watchdog shares the same smart agent as Lumberjack, the AI-powered centralized log management tool.

Install Watchdog for free now and

START GUARDING YOUR INFRASTRUCTURE

from problems you never even considered.

INSTALL FOR FREE

