CASE STUDY

Monitoring the Backtrace Infrastructure with Apica

> *Samy Al Bahra is the CTO/Cofounder of Backtrace, the startup that helps engineers detect errors, understand root causes and impacts, and improve time to resolution. Here, he shares how his team leverages Apica to monitor their infrastructure.*

INDUSTRY	–	**Software**
HEADQUARTERS	–	**New York**
CUSTOMER SINCE	–	**2010**
REGIONS	–	**Americas, Asia Pacific, Europe**
USERS	–	**250,000**
REVENUE	–	**18 Million**

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Tracking Latency Distributions in Real-Time

Backtrace's integration with Apica has significantly transformed its approach to infrastructure monitoring and real-time analytics. Before Apica, Backtrace encountered challenges in achieving visibility into product usage and identifying performance bottlenecks in real time. The company sought a comprehensive solution that could efficiently manage both metrics and alerting, particularly important for a small team.

Apica's API-driven platform, with its RESTful service, offered the flexibility and scalability Backtrace needed. It allowed for dynamic management of monitors and alerts as the system evolved, catering to the growing and changing needs of Backtrace's infrastructure. The ability to create customized front-ends and access the back-end via the API facilitated the use of both third-party and internally developed tools, enabling configurations and modifications tailored to Backtrace's specific requirements.

One of Apica's standout features for Backtrace was its exceptional support for native applications. Backtrace's high-performance object store, a central component of their system, required real-time tracking of latency distributions, a functionality uniquely available through Apica.
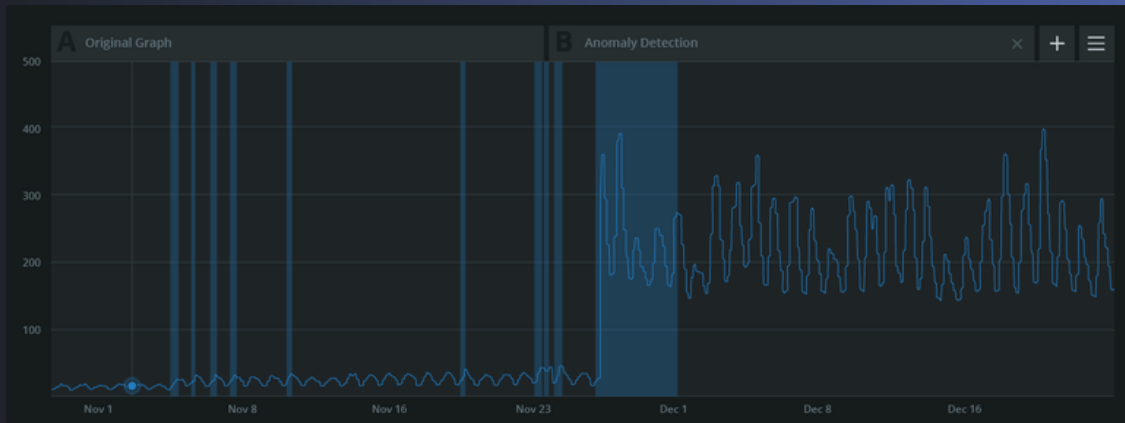
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Checks and Data Ingestion

Apica's approach to data ingestion involves checks—protocol-specific methods that cater to over 40 integration types, supporting native applications and continuously expanding. The API's versatility allows for custom checks, enabling Apica to interface with any system, thereby enhancing data ingestion flexibility.

Backtrace benefited immensely from integrating libcircmetrics, an open-source library provided by Apica, with our object store. This integration enabled us to stream real-time analytics effortlessly, a testament to Apica's robust support for various codebases, including C++, C, Java, JavaScript, and Go.
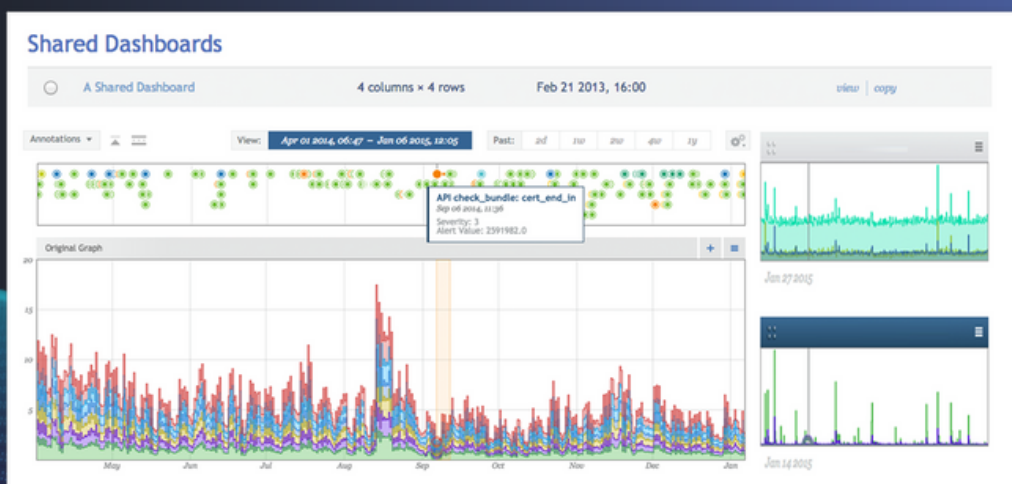
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Scalability and Technological Support

The support Apica provided was instrumental in removing technological barriers for Backtrace. When compared head-to-head with other metrics and analytics solutions, Apica stood out for its support for C/C++ applications, offering a plug-and-play solution that enabled Backtrace to focus on its core products without worrying about data ingestion integrations.

Apica's API-first design philosophy resonated with Backtrace's engineering team, treating any problem as a software challenge. This approach aligned with the modern practice of treating infrastructure as code, allowing for a fully automatable, customizable, and seamlessly integrated monitoring solution.

Cost-Effectiveness

A significant advantage of choosing Apica for Backtrace was the platform's metrics-driven pricing model, which provided a cost-effective solution compared to node-based pricing models of competing services. This model allowed Backtrace to monitor an extensive infrastructure without imposing limitations, highlighting Apica's role as a cost-efficient and scalable solution for modern tech environments.

In conclusion, Backtrace's partnership with Apica has not only enhanced its monitoring capabilities but also provided a scalable, flexible, and cost-effective solution for managing its complex infrastructure, solidifying Apica's essential role in Backtrace's technological strategy.

For more information reach out to support@apica.io

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