Twitter Helps an App to Go the Distance

Challenges

As an app that supports runners, joggers and walkers through real-world fitness goals, it's crucial that RunKeeper delivers a crash-free experience. People logging into the app at the start of their fitness regimen obviously count on RunKeeper to keep up for the duration of the activity. Any bugs (or worse, crashes) during workouts greatly reduce the chance that someone will try RunKeeper again.

RunKeeper needed a way to ensure its app was stable — and in the case of a crash, the developer needed to be able to understand immediately exactly what occurred and its underlying cause.

Previously, RunKeeper had relied on a homegrown crash reporting solution. It was difficult to maintain, update and it lacked many functionalities crucial to supporting a large user base. Company developers spent hours analyzing crash data in order to map them to specific user support tickets, often to no avail. Since RunKeeper's focus was on the app itself, the team just didn't have time or resources to support an aging reporting tool.

> *With Answers by Crashlytics, Runkeeper saved 2 hours of developer time on release days.*
>
> Phillip Connaughton
> Software Engineer
> Runkeeper

Solution

Runkeeper implemented Crashlytics for crash reporting and Answers by Crashlytics for vastly improved visibility into its mobile analytics. These tools worked together to ensure that RunKeeper users had a positive experience during their workouts while they enabled a better understanding of user behaviors within the app. In particular, the RunKeeper team enjoyed these key benefits:

- Ability to use version comparison data to understand how new versions performed compared to earlier releases

- Easily search for and identify all crashes individual users experienced all the way down to the exact line of code causing the issue

- Deeper team collaboration as multiple groups work within the same codebase, and the ability to easily track the source of any development issues

- Intuitive analytics to understand the pulse of the app without developers needing to spend time analyzing data

- A seamless SDK installation

Results

By completely replacing its homegrown solution with Crashlytics, RunKeeper is now able to focus on further developing the core fitness app. Answers by Crashlytics also gives Runkeeper the information and alerts the team needs to understand the stability of the app at a glance. Overall, Crashlytics has helped Runkeeper create a smarter and more efficient development workflow by prioritizing app issues and understanding those that require the most attention.

> *Crashlytics is exactly what we were looking for! We just launched a new version and it was amazing to immediately compare its stability to our previous versions.*

Phillip Connaughton
Software Engineer
Runkeeper

Location: Boston, MA

Industry: Health & Fitness

Kits: Crashlytics Kit

Quick Facts:

- Used by 35 million people in nearly 200 countries
- Available on iOS and Android in 12 languages
- Member of Business Insider's App 100: The World's Greatest Apps list