

Employee Wellness Company Delivers Exceptional Connected Devices Experience

“Aptelligent helps the company ensure the wellness of their wearable device based solution, which in turn helps them deliver its market leading employee wellness offering to large corporations.”

The market leader in wellness and employee engagement solutions realized the potential of wearable devices to further its mission of creating a great business culture even better. Because happy employees are productive employees, this company sells solutions that incentivize employee health and well-being by combining social, gamification, rewards, and now wearable fitness. The addition of smart wearable activity trackers make it easier to incentivize worker engagement in wellness programs by making it easier to track and reward activity goals.

The company developed a wearable device that connects to the company's mobile app, allowing businesses to set up and track fitness challenges for their workers. The device can measure daily steps, calories burned, distance covered, and exercise time. This can then be synced to an iOS or Android mobile app that makes it easy to track points and activities. The app is also designed to support activities trackers made by other manufacturers.

The app and devices are seen as strategic initiatives because of the necessary consumerization of these solutions. The company's business succeeds by making recurring revenue from the sponsoring companies. If employees don't use the solution, the sponsoring companies won't renew their subscriptions. Because of this, the performance of the app and device is key — the overall user experience must be flawless.

This company turned to Aptelligent to ensure the responsiveness of their app and wearable device solution. Aptelligent allows this organization to proactively monitor the stability of the app and devices. When issues occur, the company is alerted and provided with detailed diagnostic information that accelerates the team's ability to quickly troubleshoot and resolve them. In particular the team uses breadcrumbs to replay the exact steps a particular user took that led to a crash or performance issue. Aptelligent helps the company ensure the wellness of their wearable device based solution, which in turn helps them deliver its market leading employee wellness offering to large corporations. The company supports its clients' employees in making long-lasting, healthy behavior changes, so they can be their most energetic, focused selves at work and beyond.

INDUSTRY

Employee wellness

CHALLENGE

Deliver a flawless user experience for connected devices

SOLUTION

Obtain a consolidated view of all app and wearable performance metrics (i.e. crashes, exceptions, performance of cloud services and performance of wearable APIs).

ABOUT APTELIGENT

Aptelligent is the App Intelligence company trusted by the largest mobile apps in the world. Aptelligent's software provides actionable mobile app insights to improve digital business on iOS, Android, and Hybrid apps. Product managers and developers use Aptelligent's insights to diagnose app performance issues that impact user experience. The platform collects and analyzes app performance issues and connects problems to key business metrics. Mobile teams also have access to Aptelligent's big data platform, as well as industry and app benchmarks. Aptelligent is based in San Francisco.

Learn more at www.apelligent.com.