

fullstory + JUMBO

Jumbo Interactive saves tens of thousands of dollars by identifying critical bug fixes using FullStory

CUSTOMER STORY





ABOUT

- **Industry:** Ecommerce & Information Technology
- **Company size:** SMB
- **Use cases:** Prioritize product fixes, Identify bugs, Improve knowledge-sharing

An Australia-based corporation, Jumbo Interactive resells state-sanctioned lottery games and provides technical, management, and marketing solutions for other lottery businesses. Jumbo Interactive owns and operates Australia's largest lottery ecommerce website, Oz Lotteries, and uses lottery sales to help fund government social projects like veteran care, hospitals, and schools. With FullStory, Jumbo Interactive has revolutionized cross-team collaboration and significantly reduced bug-related revenue loss.

“ Within weeks of the FullStory code being installed, we identified a major bug that was impacting our conversions and wasting tens of thousands of dollars in revenue. Our error monitoring tool never surfaced the issue, and even if it had, we would not have had the context or the total impact of users affected. Without FullStory we may never have found this issue.”



— Patrick Gordon
Principal Product Manager,
Jumbo Interactive

Jumbo interactive uses FullStory to quickly resolve business-critical bugs and promote cross-functional collaboration

Identify and prioritize bugs that impact bottom line

Within just one day of installing FullStory on their site, Jumbo Interactive was alerted to a bug that hadn't shown up in their bug tracking software. They discovered that the bug affected users who completed a specific series of actions related to their shopping cart... and had gone unnoticed for about six months. The Jumbo Interactive team quickly resolved the issue, and calculated that tens of thousands of dollars had been lost from this single bug. In the following months, Jumbo Interactive has used FullStory to identify and address several other business-critical bugs that they say would have otherwise gone undetected.

Eliminate disconnect between product and engineering teams

When it comes to product innovation, nothing hinders agility more than data silos. With FullStory, Jumbo Interactive is able to democratize information across multiple teams and make visibility into user behavior easily accessible. The teams at Jumbo Interactive are intentional about cross-departmental transparency, and strive to communicate both wins and losses to improve collective knowledge. FullStory's intelligent, actionable product reporting has become an indispensable part of their push for seamless cross-functional collaboration.

Build a business case for additional software solutions

As a small business, Jumbo Interactive is highly thoughtful about its paid subscriptions and services. Implementing FullStory was a big win for the product team on that front; the rapid return on investment clearly illuminated the value of digital solutions and enhanced the team's credibility with leadership. The team plans to use that success to generate buy-in for expanding the tech stack even further, creating sustainable growth and discernible value around the company's software ecosystem.

RESULTS

7+

Business critical bugs identified

\$10,000s

Saved by finding and fixing bugs

3%

Increase in overall
conversion rate

fullstory