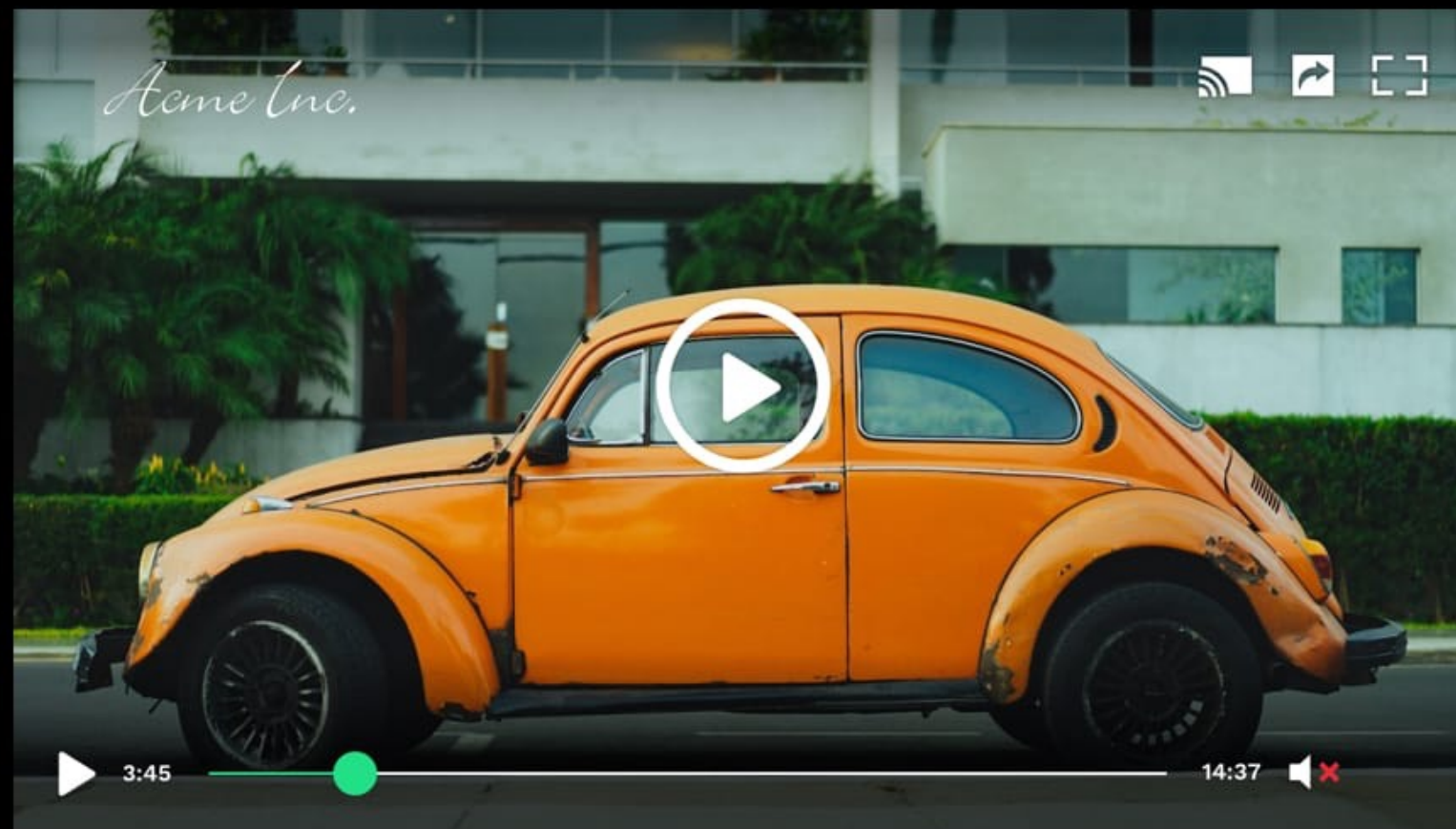


 **flowplayer**

# Quality

How we sustain high service quality.



## SETTINGS

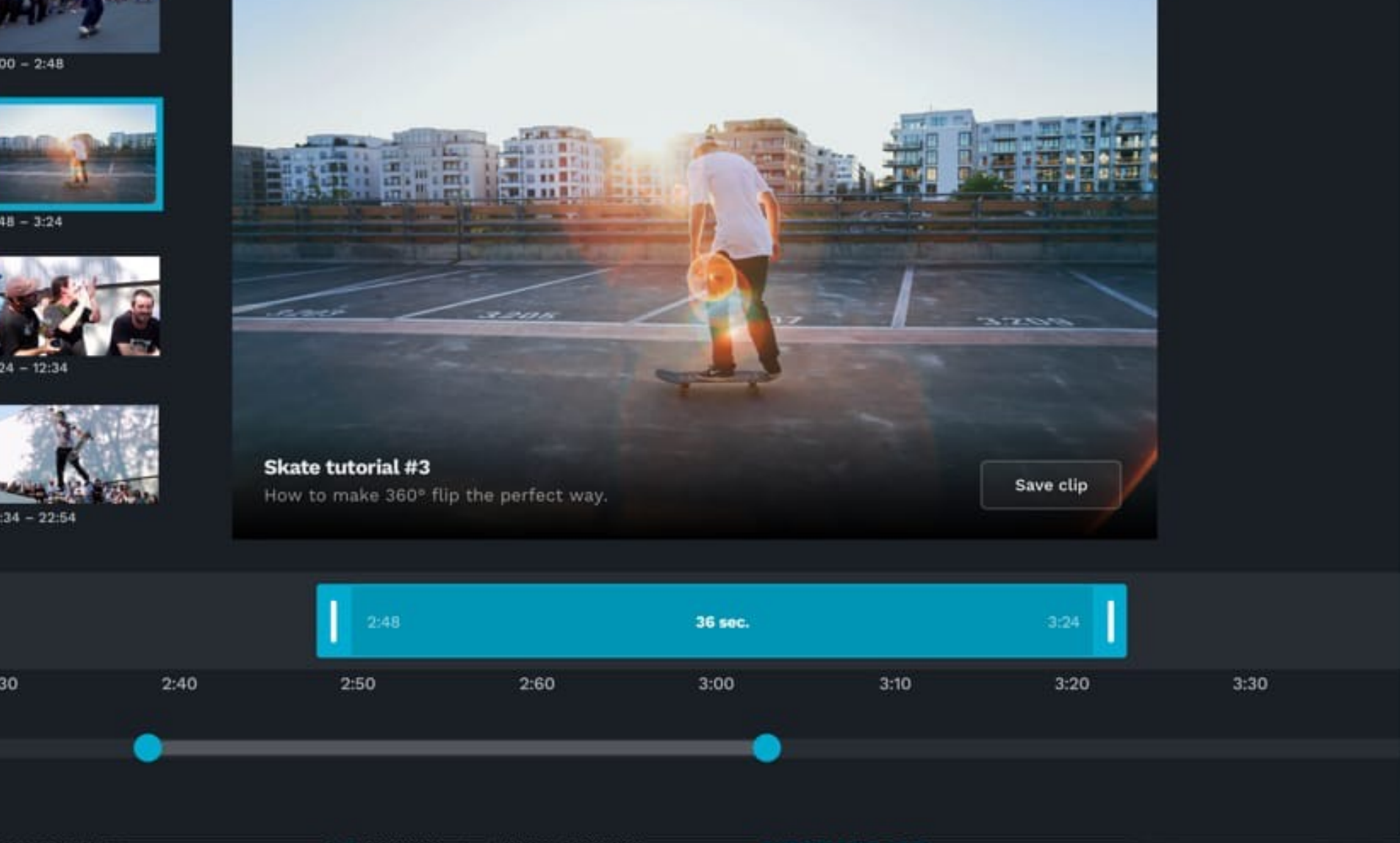
General looks: Standard ▾

Playback:  Autoplay  Muted  Loop

Ad schedule: Heavy on the middle ▾

Allowed domains:  ×





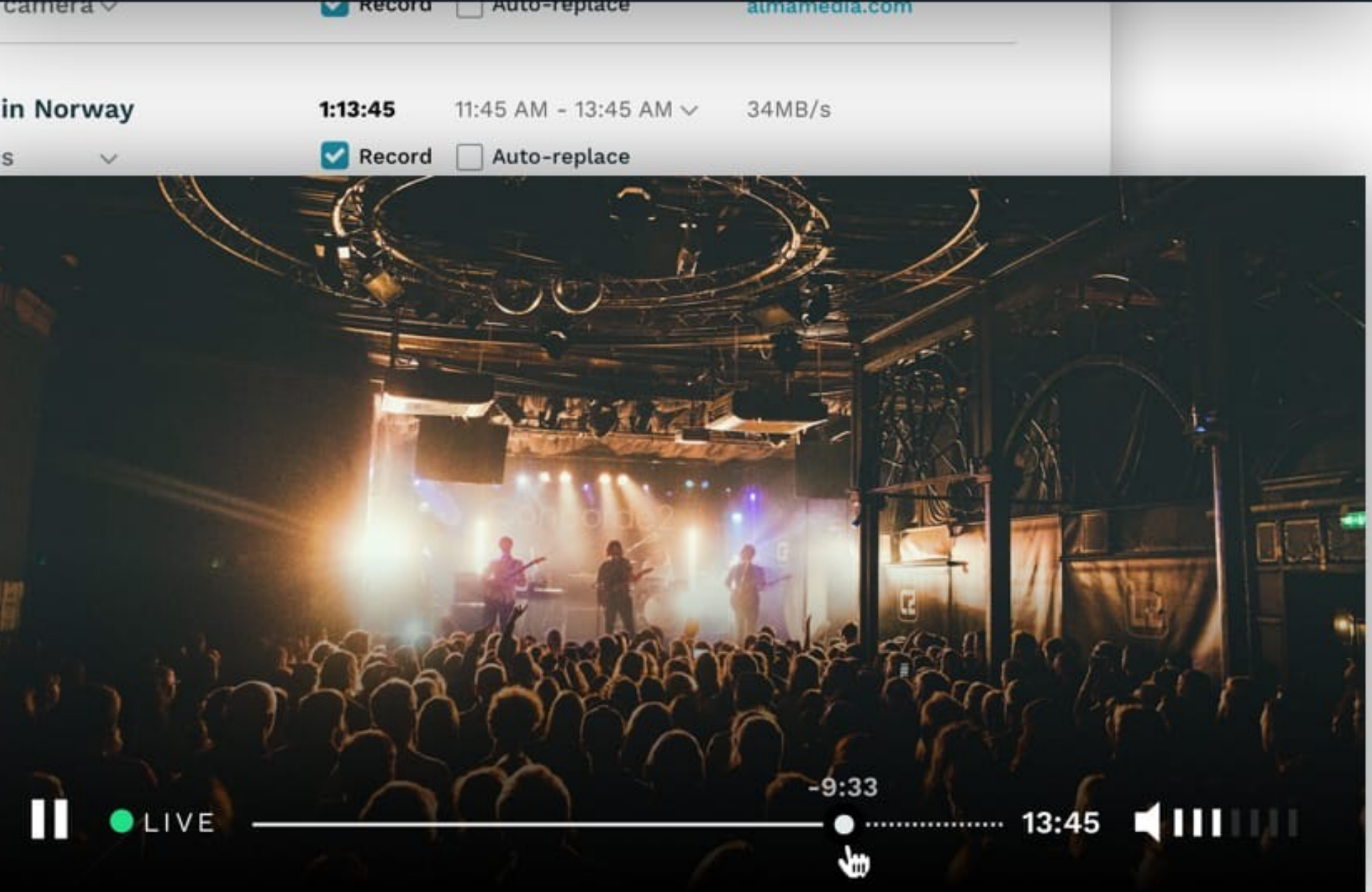
QUALITY

# We focus on the User Experience.

In all turns we focus on users rather than the technology.

As **Steve Jobs** famously said: “You've got to start with the customer experience and work backwards to the technology. You can't start with the technology and try to figure out where can I sell it.”

This is our leading guideline in understanding what is quality in the first place. It's the user experience that matters.



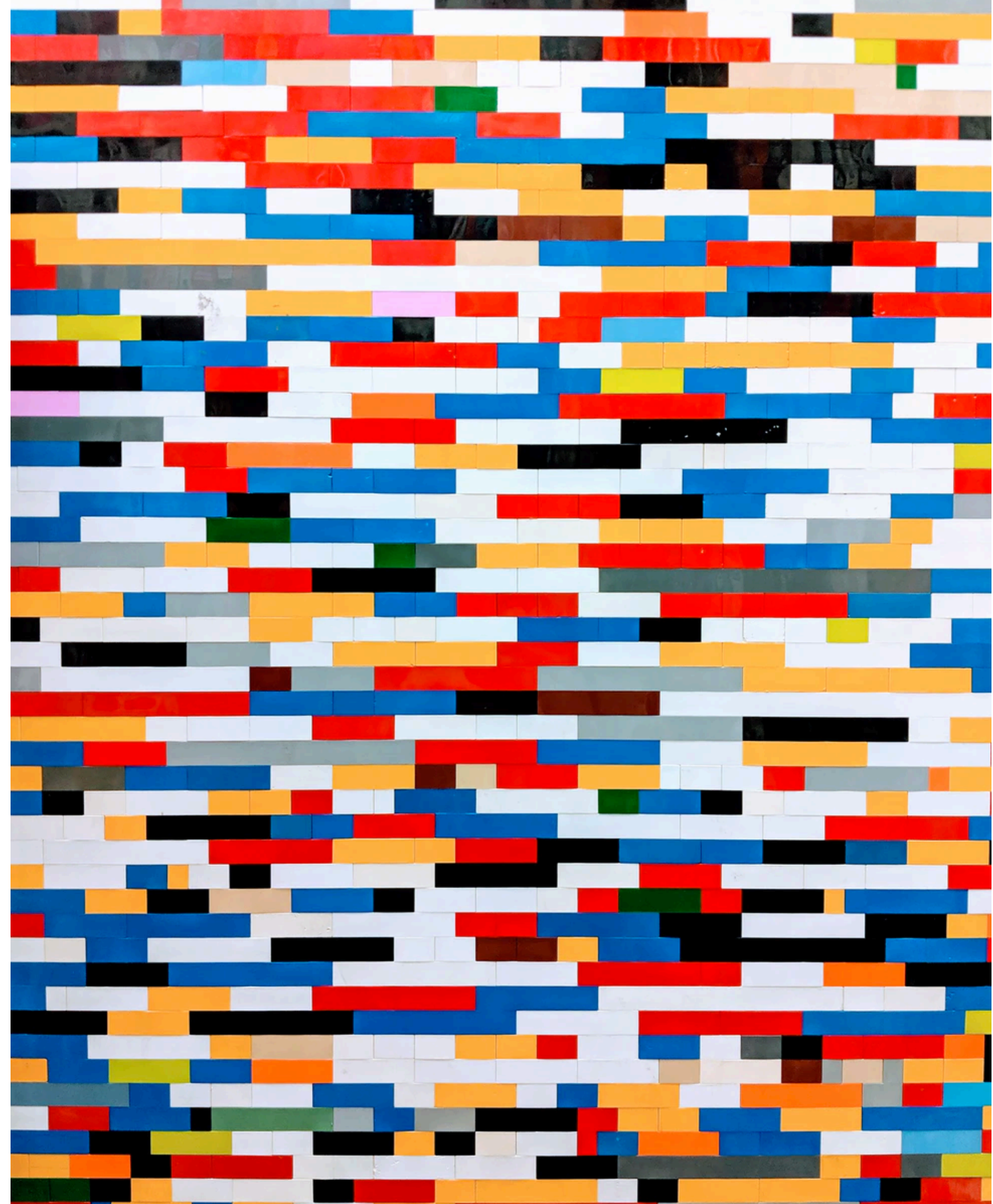
QUALITY

# We engineer for reliability.

We spent a big chunk of our engineering time dealing with the daily care and feeding of software applications.

We monitor and review our application performance. Ensure that the software is extensively logged for future diagnostics. We created maintain operational runbacks.

These tasks can sometimes feel boring, but the rewards is obvious. Our users are happy with a service they can trust.





QUALITY

## We measure everything

We monitor the uptime, operations and the performance of our services to keep our customers upheld to their promised service levels. By getting early indicators of the potential problems we can significantly reduce issues.

Our most common uptime objective is 99.9 percent monthly availability. That's 43.2 minutes of downtime per month before an SLA breach.