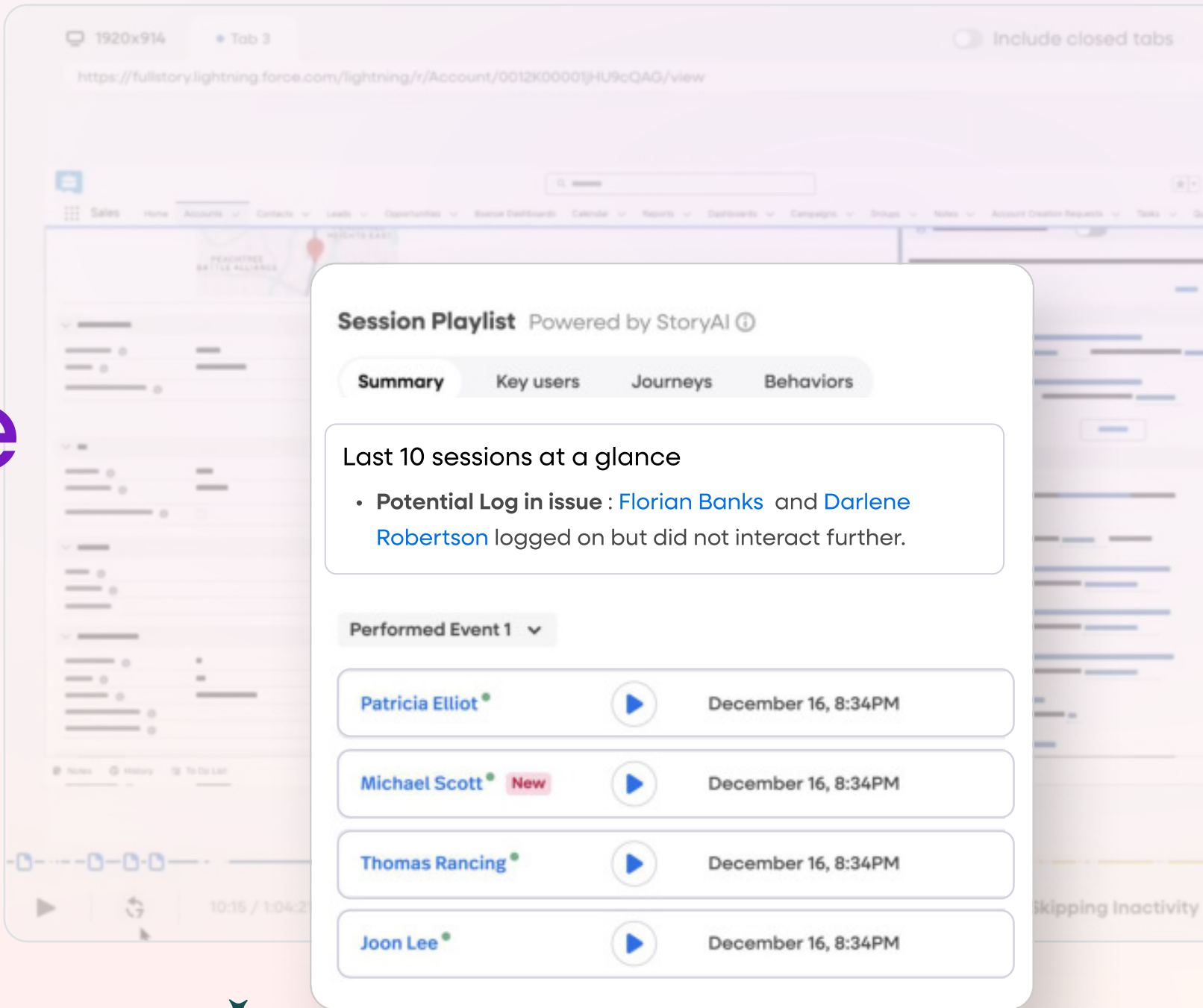


IT & INTERNAL SUPPORT

Resolve issues before they impact users

IT and Internal Support teams are on the front line when systems fail. Traditional monitoring tools show what went wrong but not why, leaving teams chasing incomplete logs and recreating issues manually. Fullstory provides the missing context, showing what users saw and how it affected performance in real time.



FULLSTORY SOLUTION

Fullstory combines technical and behavioral data to give teams complete visibility into system behavior. Session Replay and Dev Tools reveal every interaction, console error, and network request in context—helping IT pinpoint root causes and verify fixes quickly. By understanding both the human and technical side of every issue, teams can move from reactive troubleshooting to proactive reliability management.

MEANINGFUL OUTCOMES

-  **Faster diagnosis and reduced mean time to resolution**
-  **Fewer repeat incidents with verified root-cause data**
-  **Improved reliability and internal SLAs**

WHAT WE SOLVE



Pinpoint root causes

Find the source of performance issues instantly by pairing behavioral and technical data.



Improve collaboration

Share replay evidence directly with Engineering for faster, more precise fixes.



Increase reliability

Resolve issues before they spread and keep systems performing smoothly.