BUILD V S . BU Y
A purpose built incident management solution can help your team master engineering in incidents.

But do you build or do you buy?

These benefits depend on your process and tooling to reduce friction, so engineers can focus on the highest value activities.

**BUILD**
- High initial expenses to develop
- Heavy ownership of the solution
- How to fix features or improve development
- No training and support
- Focus on internal knowledge
- Difficult to upgrade

**BUY**
- Predictable costs now and in the future
- customization or functionality
- Expert support and training
- Reduced operational cost on engineering
- Central data for easy reporting and analysis

Working with a software vendor allows your engineering team to innovate and deliver a great user experience for your customers.

Hyper scaling their teams and growing their customer base.

A team of 3 engineers spend 25% of their time over 3 months to build an initial solution and innovate on it.

That same group may spend up to 20% of their time on maintenance.

That means $143,019 is spent in the first year on labor costs alone.

Your engineers are your most precious asset. Are you investing resources in the right areas? And, with the highest potential ROI? Don’t waste time and money on internal tooling.

The average engineer’s salary is $208,004.

Despite best efforts, we could never really give adequate resources to the thing we built internally... It was just more work than it was worth.

- Staff SRE at major software manufacturer

A purpose-built incident management software is crucial for teams that...

- can’t build one and growing that customer base.
- struggle with unpredictable cost related to hiring engineers.
- don’t want to hire the focus away from core services.

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**Blameless Empowers Engineers**

Give your engineers time back. Focus on innovation and new features for your own products and services. Keep customers happy.

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