

BLAMELESS

## BUILD VS. BUY

A purpose built incident management solution can help your team **master engineering incidents**.

*But do you build or do you buy?*

### Incident Management Solutions Unlock the Power of Your Engineers



Reduced  
Operational Load



Less  
Toil



Faster  
Resolution



Improved  
Reliability

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



#### BUILD

- High capital expenses to develop
- Heavy commitment of maintenance
- Slow-to-no iteration or ongoing development
- NO training and support
- Reliant on tribal knowledge
- Difficult to integrate

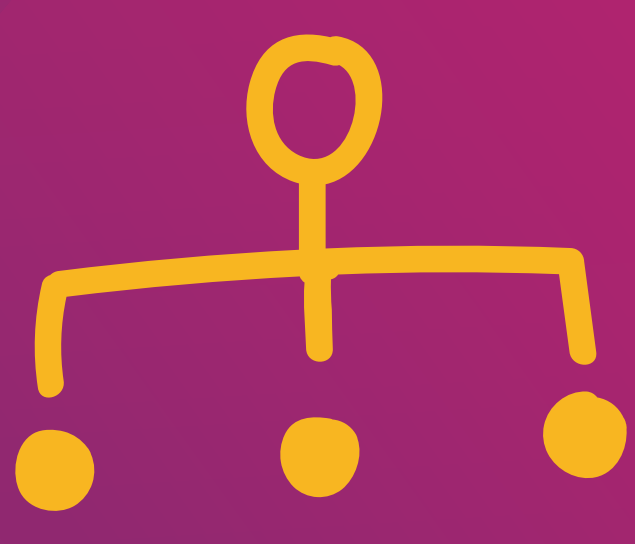


#### BUY

- Predictable costs now and in the future
- Rapid iteration on functionality
- Expert support and training
- Reduced operational load 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.

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



are scaling their teams and growing their customer base.



struggle with unpredictable costs related to home-grown tools.



don't want to split their focus away from core services.

"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**

**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 salary is **\$208,104**

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 **\$163,019** is spent in the first year on labor costs alone.

## Blameless Empowers Engineers



#### Purpose-Built

Deploy quickly, match your processes, and onboard teams fast.



#### Always Innovating

New features every quarter, including tech-stack integrations.



#### At Your Service

Ask questions and receive help from people who care.

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

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