

Instabug is a third-party offering designed to improve the mobile user experience with integrated, robust observability of your full technology stack

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At a glance

Instabug is a debugging tool that is designed to improve your app quality by providing bug reports and feedback from testers during development or from your users when your app is live. It is purpose-built to:

- Enable robust monitoring with a simple and intuitive workflow
- Decrease the time to understand root cause of crashes or performance issues
- Improve communication between mobile and back-end development or support teams

Overview

Instabug is a third-party mobile observability platform that enables you to monitor, prioritize, and debug performance and stability issues throughout the entire mobile app development lifecycle.

Purpose-built to enable more effective problem resolution, Instabug gives your development teams the capability to:

- Debug and fix issues faster. One of the most robust bug reporting tools for mobile development, Instabug can make it easier for your testers and users to submit bugs and get the details your teams need to investigate, understand, and quickly fix issues and improve your app quality.
- Diagnose and handle errors in production. Instabug's agility enables your teams to save time and quickly discover the reasons why your app is crashing with detailed reports built by developers for developers. Your teams can stay better connected with the capability to open a communication channel with users, enabling affected users to report bugs and unexpected behavior in the application. Accelerating problem resolution time, your teams can inform users about fix status. These features empower your development teams to better manage and strengthen the stability and performance of your app.
- Enhance the quality of your user experience. Instabug is designed to help you identify, manage, or resolve critical issues affecting your users' experience before they are reported. With the help of mobile-focused performance metrics, your development teams can confidently prioritize between fixing issues and building new features, spend less time debugging, and identify the exact conditions leading to performance issues. Instabug also provides product teams with the capability to send surveys to clients.

- Accelerate problem resolution with support for multiple platforms. Designed for robust platform support, Instabug can observe applications that are written in multiple platforms, such as iOS, Android, Xamarin, React native, Flutter, and Cordova mobile apps.

Integration with Instana^(R) for faster problem resolution

When integrated with Instana application performance management software, Instabug continues to make the back-end information available, which reduces the time for development teams to understand if the performance degradation or the crash experienced in the app is the result of a new faulty back-end deployment, a problem in the back-end infrastructure, or a pure front-end issue. With this information, the team analyzing the issue can identify the issue and the parties involved to immediately take action in solving the problem.

Key requirements

- Supported browser
- Internet connection

Planned availability date

January 10, 2023

Availability within a country is subject to local legal requirements.

Accessibility by people with disabilities

Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the [Product Accessibility Reports](#) web page.

Reference information

For information about IBM^(R) Instana, see Software Announcement [A22-0430](#), dated July 5, 2022.

Program number

Program number	VRM	Program name
5900-AT3	Cloud service	Instabug

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)}/Passport Advantage Express Overview](#) website.

Publications

Services

Consulting

Supplier is to provide training and support, at no additional cost, in order to enable to effectively and efficiently complete cloud implementations of the Supplier Solution. For avoidance of doubt, any Services to be provided by Supplier directly to a client will be negotiated on a case by case basis and covered under a separate agreement between IBM and Supplier.

Technical information

Specified operating environment

Software requirements

- Supported browser
- Internet connection

IBM Support

[IBM Support](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. IBM Support can help you find answers to questions, download fixes, troubleshoot, submit and track problem cases, and build skills.

Additional IBM support

IBM Client Engineering for Systems

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value in weeks. When you work with Client Engineering for Systems, you bring pain points into focus. You empower your team to take manageable risks, adopt leading technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering for Systems at sysgarage@ibm.com.

Planning information

Packaging

This offering is delivered through the internet as an electronic download. There is no physical media.

Ordering information

For ordering information, consult your IBM representative IBM Business Partner, or see the [Passport Advantage/Passport Advantage Express Overview](#) web page.

These programs are available only through Passport Advantage.

These programs may only be sold directly by IBM or by IBM authorized Business Partners.

To locate an IBM Business Partners in your geography, see the [IBM Business Partner Directory](#) website.

Passport Advantage

Instabug (5900-AT3)

Part description	Part number
Instabug Application Platform per Annum	D0CRQZX
Instabug Additional Sessions Subscription per Annum	D0CRRZX
Instabug Additional User per Annum	D0CRSZX
Instabug Single Tenant Sessions per Annum	D0CRTZX

Charge metric

Charge metric information can be found in the corresponding Service Description document.

Program number	Service Description document title	Service Description document number
5900-AT3	Instabug	i126-6897

Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. Clients will always be directed to the most current published version of the Service Description. To review older versions, use the "Version" drop-down menu to the left of the displayed Service Description to select a previous version.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of cloud services from IBM consist of either the IBM Cloud^(R) Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use - General Terms for Cloud Offerings and the applicable offering Service Description.

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Additional technical support information for this cloud service offering may be found in the [IBM Support Guide](#) or in service-specific documentation.

Service Description

Program number	Service Description document title	Service Description document number
5900-AT3	Instabug	i126-6897

Follow-on levels of a cloud service, if any, may have updated terms. You will always be directed to the most current published version of the Service Description document. To review previous versions, use the "Version" drop-down menu to the left of the displayed Service Description document to select a previous version.

Limited warranty

See the warranty defined in the applicable agreement governing client's acquisition for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage/Passport Advantage Express Overview](#) website.

Usage restrictions

Yes

For usage restrictions, see the Service Description documents listed in this [Terms and conditions](#) section.

Educational allowance available

No

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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Prices are subject to change without notice.

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Passport Advantage

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