

COMPANY  Jungle Disk	INDUSTRY Cybersecurity / SaaS
LOCATION San Antonio, Texas	USE CASE Public status page, Xurrent IMR

How Jungle Disk made transparency part of its security promise

A decade-long status page, a telling outage, and the move to Xurrent IMR.

For a security company, the worst question a customer can ask is one nobody can answer: is the problem on my end, or yours? When 25,000 businesses trust you to protect their data, that uncertainty is not a minor annoyance. It is the moment trust starts to wobble.

Jungle Disk learned how much that answer mattered the hard way. The company had run a public status page for most of a decade. Then, for a short stretch, it didn't. That brief gap was all it took to show how much customers leaned on the page, and how quickly its absence turned into phone calls, doubt, and wasted time on both sides. When it came time to choose a modern replacement, Jungle Disk moved to Xurrent IMR.

Results with Xurrent IMR

25,000+

businesses protected, every one a potential support call avoided

10 years

of status-page history, with a gap that proved its worth

US + EU

data centers kept visible on one page

Outcome: lower support-ticket volume during incidents, measurable staff-time savings, and customer feedback the team describes as strongly positive.

About Jungle Disk

Based in San Antonio, Texas, Jungle Disk provides data-security solutions built for small and medium-sized businesses. Founded in 2006, it protects client data through computer and server backups, network security, email archiving, and secure password management. A team of around 30 entrepreneurs and security experts serves more than 25,000 customers worldwide, with data centers in both the United States and Europe.

Its customers are security-conscious by nature, which shapes everything. They watch their networks closely, and they expect the same vigilance and openness from the partner protecting their data.

A short outage that proved the point



Xurrent was a good investment. We use it to display our uptime and make customers aware of any service disruptions, outages, or weekend maintenance that could potentially cause some downtime.

The status page had been part of the Jungle Disk experience for most of ten years, long enough that customers treated it as a given. Losing it, even briefly, made its value impossible to ignore. Customers experiencing a local issue had nowhere to confirm whether the wider network was healthy, so they did the only thing left: they called.

There was a competitive dimension too. Jungle Disk watches its market closely, and a number of its suppliers and competitors offer status pages of their own. For a security provider, an always-available, user-friendly status page is not a nice-to-have. It is part of how the company signals that it has nothing to hide.

So the replacement had a clear brief. It needed to deliver detailed information, stay highly customizable, and work equally well for internal teams and external customers. Anything less would leave the same gap that the outage had exposed.

Transparency built around the threats that matter

A previous client referred Jungle Disk to Xurrent IMR, and early conversations made the fit clear. The team needed a platform that was easy to use and supported multiple administrators, each able to create incidents, post updates, and close out problems once resolved. With the company's priorities centered on cyberattacks and software and infrastructure vulnerabilities, it was essential that internal teams and external customers could both stay aware of any issue in their shared networks that might signal a problem.

Once the fit was confirmed, installation and training began immediately. Internal enablement focused on the language used across the system, so every administrator could read and trust each other's updates. Customization was handled with care, enough detail to keep customers genuinely informed, never so much that the signal got lost in noise. The result was consistent, trustworthy messaging from every admin, every time.

Fewer tickets, more trust, real time back

The results map directly to what Jungle Disk set out to achieve: more transparency with customers and stronger service delivery overall.

The clearest win is in support load. When an incident strikes, customers and the technical team alike no longer feel the need to call in to ask what is happening or when maintenance is due. They check the page.

Leadership is confident this has saved meaningful staff time, especially during disruptions, with support-ticket volumes now far lower than they were when incidents used to hit. Every one of those avoided calls, across a base of more than 25,000 customers, is time the team spends protecting the network instead of explaining its status.



It's great for both customers and the tech team when they don't feel they need to phone up to find out about problems or upcoming maintenance. That translates directly into efficiency and cost savings.

The uptime and disruption metrics built into the page have proven genuinely useful, giving the team a clear measure of reliability over time. And because customers can subscribe to the specific components they depend on, each one hears about the incidents that actually affect them and is spared the rest. That personalization is a large part of why customer feedback has been so strongly positive.

Transparency as a security feature

For most companies, a status page is an operations tool. For Jungle Disk, it is closer to a statement of values. A security provider that shows its customers exactly what is happening, in real time, the good and the bad, is a provider that has earned the right to ask for trust. The outage proved how quickly that trust erodes without visibility. Xurrent IMR is how Jungle Disk makes sure it never has to relearn that lesson.

Get started with Xurrent today.



See how Xurrent IMR keeps your customers informed and your support queue quiet.



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