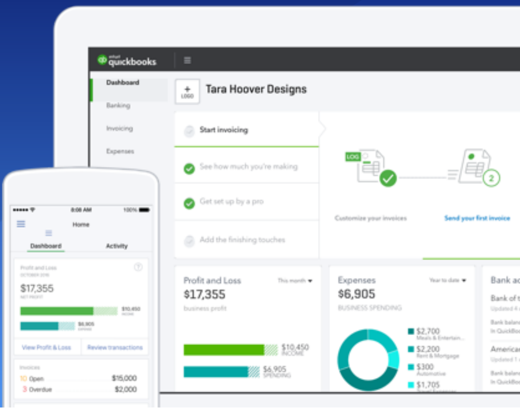
Customer story / finance

How Intuit Engineers Manage to Meet Product Deadlines with Time to Spare

OverOps helps Intuit's engineers innovate fast without compromising on the quality of their products



intuit

Our team is responsible for Small Business Group Quality in Intuit's flagship product. It's one of the biggest business units in the company, and our goal is to improve velocity and productivity for every engineer to allow faster release cycles. We're running thousands of machines both in production and pre-production environments, that keeps on growing according to our needs.

8K+	200	$4.6B	INTU
Employees	Developers in SBG	Revenue	Nasdaq

Production Monitoring Ecosystem:

OverOps New Relic splunk> slack
dynatrace APPDYNAMICS HipChat JIRA

Highlights

- OverOps helps Intuit speed up development time and meet product launch dates with time to spare.
- With OverOps, Intuit can detect errors and exceptions before they affect their customers.
- Intuit's development team can dedicate more time to advancing the product roadmap.
- OverOps improves Intuit's application reliability and helps the team provide an outstanding user experience.

Key challenges and pain points

Some of our environments are old, running monolith modules and legacy code that's hard to maintain. We often find ourselves dealing with issues occurring in those environments, and we're not able prevent them before they affect users. Our main method of detecting errors was through logs, along with some functional tests that we've written.

> **"I haven't come across any tool that can give our team the wealth of information for each issue like OverOps can"**

Even if we did find the issues within the logs, some of them were not reproducible. Finding, reproducing and solving issues within these areas is a real challenge.

Tel: 1-800-324-3053 www.overops.com
797 Bryant Street, San Francisco, CA 94107

Example problem that OverOps helped resolve:

We've encountered an issue where critical exceptions kept recurring and we couldn't find what was causing them. We could think of at least a 100 different reasons for them to be thrown, and investigating the error with logs and APM didn't make sense.

How did OverOps help you solve this issue?

One look at the OverOps dashboard showed us that particular exception, along with the variables that caused it. OverOps immediately identified the exception's cause, when APM tools and log files were no help.
OverOps improved our development team's productivity significantly by giving us the root cause to errors.

How are you integrating OverOps with your daily workflow?

We use OverOps email alerts to get real-time notifications whenever an issue occurs. We can now see the errors and exceptions that are thrown, get the variables and values assigned to each one and identify the root cause in less than 20 minutes. We use OverOps across multiple environments, including QA, pre-production and staging so that we can detect an error before it impacts the user.

> **"OverOps improves our application's reliability and helps us provide an outstanding user experience."**

This improves our application's reliability and helps us provide an outstanding user experience.

Full code and variable state to immediately reproduce any error.

No need to manually reproduce issues by searching for information in logs.
Reduce MTTI by 90%+

Proactive detection of all new and Critical errors

New issues are detected and routed to the right developer vs. discovered by users. Each error receives a unique code fingerprint unique it across the app.

<1% overhead in production

OverOps operates between the JVM and processor level enabling it to run in staging and production.

No change to code or build

New issues are detected and routed to the right developer vs. discovered by users. Each error receives a unique code fingerprint unique it across the app.

Learn how OverOps can help you automate your deployments -
Schedule a demo with an OverOps monitoring engineer