

How Intuit is Building and Delivering Reliable Software Faster Than Ever

OverOps helps Intuit reduce time to Identify and Resolve critical issues by 70%



To sustain billion dollar revenue and ensure a seamless customer experience in Intuit’s flagship product, Quickbooks the company’s Small Business Group needs the right tools to confront the challenges of a rapidly advancing product roadmap. With more frequent releases, teams need to be able to quickly identify where errors originate so they can be resolved without affecting user experience.

The Challenge

Frequent releases mean frequent errors, and with traditional troubleshooting workflows, engineers at Intuit were spending too much time resolving them. The team needed a tool that could help identify the cause of exceptions and resolve them before they affect user experience.

The current troubleshooting process was time consuming and an expensive process. Intuit was allocating valuable time and resources to the error resolution process rather than innovative projects that could propel the company forward.

Intuit has hundreds of employees working on releasing new code every day, and with each new release, new errors are unavoidably introduced as well. To stay on schedule with fast-paced development cycles, they needed a tool that would help them decrease the time spent on problem solving.

On the other hand, Intuit’s users expect frequent updates and innovation, and the company needs to beat the competition in delivering simple, feature-rich and secure digital experiences – without jeopardizing application reliability.

Highlights

- OverOps helps Intuit speed up development time and meet product launch dates
- Intuit can now detect root cause errors and exceptions in less than 20 minutes, before they impact customers
- Intuit’s development team can now dedicate more time to advancing the quickbooks product roadmap
- QuickBooks development team reduced time and resource overhead by 70%

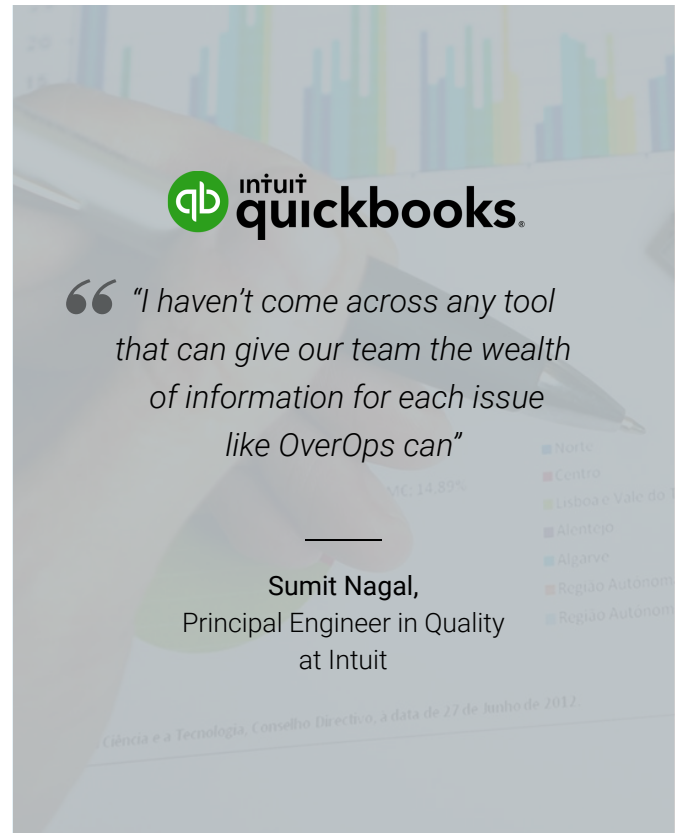
4	\$6.7B
Financial Products	Revenue
9K+	INTU
Employees	Nasdaq

The Solution

Intuit chose OverOps' Continuous Reliability solution to ensure rapid code changes don't impact their customers. With OverOps, Intuit can see the application's health, get immediate alerting for any new or resurfaced issue, and see the relevant data needed to resolve it. OverOps allows Intuit to focus on innovation rather than problem-solving.

Intuit's dev teams get real-time alerts for any new error that's introduced to the application. With the full root cause information revealing what led to each error, their teams reduced time and resource overhead by around 70%. Rather than spending hours searching for a needle in a haystack and dedicating developer man-hours to building complicated fixes, the team can quickly identify exactly what the problem is and solve it with all of the relevant information in one place.

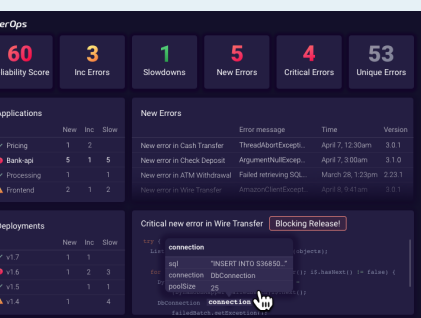
OverOps empowers Intuit to keep an innovative edge, while better serving its customers through improved application reliability.



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



OverOps is a continuous reliability solution that helps enterprise organizations ensure rapid code changes do not impact customer experience.

Using OverOps, teams can quickly identify, prevent and resolve critical software issues. Unlike static code analyzers, log management tools and APMs that rely on foresight, OverOps analyzes your code at runtime to tell you when, where and why code breaks.

