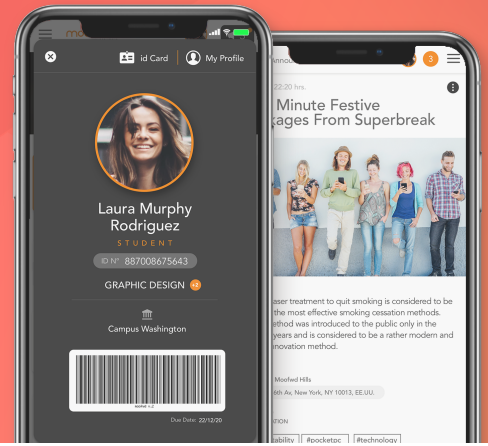


How OverOps Helps Moofwd Bring Universities into the Digital Era

OverOps helps engineers at Moofwd proactively prevent and resolve errors to ensure reliable digital engagement between students and their universities.



Moofwd Mobile Solutions offers today's universities a one-stop mobile communication solution to drive engagement across every phase of the student lifecycle, from recruiting prospective students and increasing retention, to keeping alumni connected beyond graduation. By leveraging the mobile devices students, faculty and staff already use every day, Moofwd provides a single sign-on solution including payments to access all campus systems and help keep everyone connected and engaged. Zubron, the company's proprietary cloud-based Mobile Backend as a Service (MBaaS), allows Moofwd to integrate seamlessly with existing backend systems and ensure that colleges and universities can optimize the usage of their legacy systems while modernizing their cloud infrastructure.

4M+

App downloads

50+

Universities

2M

Students

10

Countries With Users

Pre-Production Monitoring Ecosystem

OverOps



Jenkins

sonarqube



Jira

Production Monitoring Ecosystem

OverOps



DATADOG



New Relic

splunk



Jira

Highlights

- OverOps helps Moofwd proactively prevent errors in pre-production and quickly resolve production issues before customers are affected.
- The seamless OverOps onboarding process allowed Moofwd to quickly integrate the solution into their existing workflow and see immediate value from their investment.
- Moofwd relies on OverOps to notify them anytime a critical exception occurs and provide the True Root Cause root cause of the issue so they can proactively reach out to affected universities before students feel the impact.



Key challenges and why Moofwd chose OverOps

Prior to OverOps, we had a variety of monitoring tools in place, but our logs still failed to catch critical issues and lacked the context we needed to track down and reproduce errors. Often times, major bugs wouldn't be caught and fixed until they were flagged to us by our users. We needed a way to identify, prioritize and resolve these issues early so we could be proactive in fixing the problem and alert our customers accordingly.

We selected OverOps because of its ability to capture 100% of errors and exceptions, and provide deeper data around the True Root Cause so we can resolve issues quickly. Much of our code comes from the support of third party developers, so it's critical that we have a way to ensure code quality regardless of where it comes from. We also were drawn to OverOps for its ability to incorporate feedback loops into our lower-level environments and track defects and performance release-over-release so we can take a more proactive approach to overall application health and reliability.

“We were drawn to OverOps not only for its ability to help us resolve issues quickly, but also for the deep insight it provides into the overall health and reliability of our applications over time.”

How has OverOps has helped solve issues

We are using OverOps in both pre-production and production. From a pre-production standpoint, we are integrating OverOps with Jenkins and our build pipeline to serve as a code quality gate as we develop the newest version of our product. With this integration, our team is able to commit the code and automatically gain insight into the code quality and block poor quality code from going to production.

On the production side, our operations support team relies on OverOps to notify them anytime a critical exception occurs so we can determine the location and root cause of the problem – beyond just a stack trace – and proactively reach out to affected universities before

students feel the impact. OverOps gives us the ability to monitor not only our own code, but all the API endpoints that our applications rely on, including those owned by our customers, and immediately know where the issue originates from.

OverOps integrates with, and adds value to, our Splunk and New Relic investments, providing a link to the OverOps True Root Cause directly within our APM and log management tools for deeper context and faster resolution.

“With OverOps we are able to do preventive maintenance instead of reactive fixes.”

How fast were you able to see value from OverOps?

We saw value almost instantly. During the initial OverOps workshop, within just a few hours we were all set up across our Dev, QA, UAT and production environments. The OverOps onboarding process was extensive and informative, and the services team was incredibly responsive and helpful throughout the implementation process.

“Time to value with OverOps was almost instant.”

