COX AUTOMOTIVE | **OverOps**

How Cox Automotive Drove Dramatic Improvement in App Reliability

OverOps helps DealerTrack's focus on advancing the product roadmap instead of debugging production issues

Cox Automotive's Dealertrack Registration and Title Solutions division offers vehicle registration and title services for dealers and the overall automotive ecosystem worldwide. The division has over 30k users across 12 states that process more than 10k deals per day, handled by 5 Agile Scrum teams.

The Challenge

DealerTrack's primary pain point is the number of edge cases that its users face – especially when a significant number of these edge cases happen either within the user interface or with data that is sent to various DMV offices. Since every state DMV has completely different vehicle registration rules and requirements, DealerTrack's system needs to change and adapt accordingly.

Users face these edge cases when DMVs release changes to their system, resulting in exceptions thrown by their own code. For example, these could include differences in data required to be communicated to DMV systems. na worst-case scenario, result in a transaction not being completed – and a vehicle not being registered in a timely manner.

Additionally, DealerTracker handles a significant amount of code change – with 5 Agile Scrum teams actively managing changes to 6 different products at any given time, all with feature overlap, and all occurring over several releases each month.

Once these products reach production, IT and Ops teams monitor the log files and detect critical issues. This leads to an almost endless number of logs. Only after an issue has occurred in production does the engineering team get involved, but they too have to go through the log files to try and reproduce the issue at hand.

Wading through logs is time-consuming, and there's never enough detail to reproduce the exact situation that failed. This means development teams spend most of their time-solving bugs, instead of working on new features.

Highlights

- 10x increase in application reliability and an improved user experience

- OverOps helped handle application exceptions in a 10+ year old legacy codebase

- OverOps answers "why" code breaks, allowing the Dealertrack team to identify critical errors and fix them quickly

- Dealertrack's engineers can now focus on advancing the product roadmap instead of debugging

$5B Revenue	**60K** Employees
22K+ U.S. Auto Dealers	**200** Locations

Ecosystem and key integrations:

splunk> dynatrace

The Solution

Before OverOps, Dealertrack's debugging process consisted of asking users about the time and day they encountered the processing error. Also, there was no way to know if an error was caused by a new or existing version, and tracing errors back to the root cause meant digging through source code and commits trying to understand when and how thecode changed. "OverOps gave us immediate value, and presented us with exceptions that we weren't aware of. It helps us identify errors and exceptions as soon as they occur, allowing us to track back a specific error and fix it within minutes. It also alerts us if this error happened in new or existing code, and provides the context in which it happens. We can immediately reproduce it, fix it, and deploy a new version - saving valuable time, effort and money", said Robert Paige, Senior Software Engineer. "The biggest value we see from OverOps is staff efficiency, helping our developers be more productive and spend more time on building instead of debugging.

> **COX AUTOMOTIVE**
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> " *OverOps gave us immediate value when we installed it, immediately showing exceptions thrown from within our code that we weren't aware of.* "
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> ———
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> **Robert Paige**
> Senior Software Architect

Additionally, OverOps helps us handle application exceptions better with our 10+ year old legacy codebase. The ability to show exceptions - even if they are uncaught, or don't appear in the logs - is very valuable."

How are you integrating OverOps with your daily workflow?

"We use the OverOps Slack integration to receive reports about newly-encountered application issues. We've had several cases in which our engineers weren't aware of some of the they either failed silently, or failures were hidden in the logs. Now with OverOps, we can stay on top of every new error that's introduced into our environment."
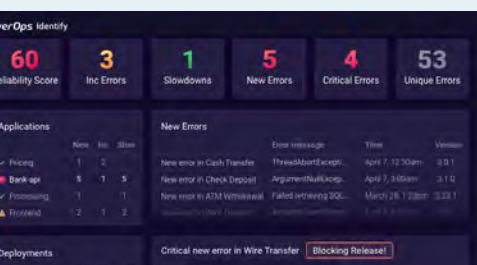
OverOps is a continuous reliability solution that enables companies to ensure rapid code changes do not impact the customer experience. Using OverOps, teams can quickly identify, prevent and resolve critical software issues. Unlike static code, log analyzers and APMs that rely on foresight, OverOps analyzes your code at runtime to deliver deep insights into when, where and why code breaks.