

# How OverOps Helps a Leading HMO Treat 5K Patients per Day in a New Way

OverOps helps scale its Telehealth mobile app to accommodate 10x increase in online appointments due to COVID-19 pandemic.

Leading HMO and healthcare provider servicing 12+ million members and operating hundreds of hospitals across the U.S. The company's engineering team manages a variety of applications, including electronic medical records and a personalized patient portal. Within the applications, members can view their latest appointments, get reminders about regular checkups and medicines, or conduct video conference visits with their doctor.

## The Challenge

The engineering team's main goal is to deliver innovative applications that connect members and patients with their care providers so they get the treatment they deserve. As a healthcare provider operating in the midst of the COVID-19 pandemic, the company has recently seen its telemedicine app user volume increase 10x, placing even heavier emphasis on delivering a seamless patient experience.

Trying to detect and replicate issues within a HIPAA compliant environment is an almost impossible task, and access to production environments is limited. As a result, when an issue occurs, the development team often spends days trying to recreate and resolve the error.

When an issue occurs among a small group of users, the team would spend a lot of time searching for an answer in shallow log files and performance monitoring applications. In the cases where they weren't able to trace the source of the issue, they would add more statements to the next release, resulting in excess overhead, sometimes even reaching out to patients to get more context. This process could take days, or even months, and takes a toll on the application, the patient experience and company's roadmap.

## Highlights

- Better patient experience by stabilizing its Telehealth mobile app to accommodate 10x increase in usage in 30 days.
- Improved developer productivity – OverOps detects issues that do not appear in log files so developer spend less time troubleshooting errors.
- Achieved HIPAA compliance - developers can automatically reproduce and debug issues without risking exposure of patient data.

300K  
Employees

HIPAA  
Compliant

\$80B+  
Revenue

\$12M+  
Members

## Software Reliability Stack:

splunk > APPDYNAMICS

## The Solution

By analyzing code at runtime, OverOps helps the team identify and resolve issues as they occur, so they don't have to rely on customer complaints to discover errors, or spend time troubleshooting rather than building new features. With OverOps, the developers no longer have to spend a big portion of their day sifting through logs and debugging issues, and instead can focus on writing new code and features.

In one instance, the team was experiencing a plugin error that led to several issues within their patient telehealth application, but reviewing logs didn't provide enough information. By reviewing OverOps dashboard they were immediately able to see the root cause, identifying a major inefficiency in the code's handling of certain values.

OverOps has helped to reduce the mean time to resolve issues, as well as eliminate one of the engineering organization's biggest pain points: tracking errors and exceptions derived from the users' actions and data.



*"OverOps helped us offer a better patient experience, reduce issues reported by users and cut down on excess logging.*

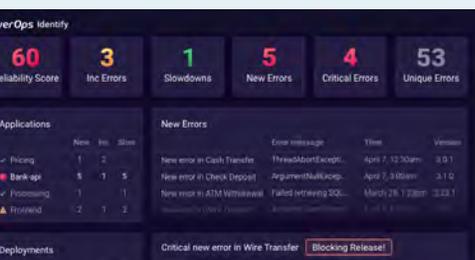
*OverOps has become a critical part of our entire development release cycle. "*

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Senior Director, Technology Group

## How are you integrating OverOps with your daily workflow?

OverOps has become an integral part of our entire development release cycle, and it's mainly used to monitor our application's backend and API layer. We use it both in production to identify when new errors are introduced into the applications, and in pre-production detecting issues before they're deployed.

OverOps helped us improve the quality of our code, which in return results in less time spent troubleshooting errors in our environment. The OverOps dashboard allows us to see the relevant data needed to handle and solve the errors that we discover in pre-prod and production.



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.

