How OverOps Helped Cotiviti Cut Debugging Time and Improve Release Cycles

Cotiviti (NYSE: COTV) is a leader in payment accuracy solutions for major healthcare payers in the U.S., U.K, and Canada.

Production Monitoring Ecosystem

OverOps slack Logs

Key challenges
Cotiviti has an extremely distributed, domain-specific environment, with fast deployments, making it hard to keep track of new errors. Errors in new deployments would delay the release cycle, and it would take days, weeks, and sometimes even months to debug a distributed solution.

Error Resolution (Pre-OverOps)
Due to Cotiviti's distributed environment, each error was meaningful for deployments and had to be found, debugged and solved. These errors, exceptions and issues sometimes caused massive delays to the release cycle. Sifting through the log files wasn't effective, and the team needed another way to find issues.

Error Resolution (With OverOps)
Now with OverOps, Cotiviti has immediate feedback on new releases, including the complete code and variable state that caused each error. The development team doesn't have to actually look at the production system themselves anymore, they just use OverOps.

Avg. Delay to Release Cycle Due to Errors
4 Days → 10 Minutes  99% Reduction
Why OverOps for Cotiviti

1. Immediate reports and alerts showing issues across new releases
2. Variable values across the entire call stack for every production error
3. Identify root cause for each error without sifting through logs
4. Visibility to every exception and error across multiple environments

“OverOps is, by far and away, the most beneficial tool we use.”

Cotiviti get real-time reports on exceptions in a running JVM based application, and OverOps became an essential element in their development process.

Schedule a demo with an OverOps monitoring engineer or start your free 14 day trial today