

# How OverOps Helped Nielsen Gain a Proactive Approach Towards Error Resolution

Nielsen Holdings PLC is a global information, data, and measurement company that operates in over 100 countries.



## Production Monitoring Ecosystem

OverOps



New Relic

JIRA

### Key challenges

Nielsen's toolset provided limited visibility into production errors, when the first error report always came from the end users or the product team. It was hard to detect production errors using only logs, and the existing tools provided limited visibility into why code failed in production. Nielsen was unable to debug production or reproduce these issues in the dev environments manually.

44k

Employees

\$6.2B

Revenue

### Error Resolution (Pre-OverOps)

Nielsen couldn't debug production to find user specific issues, and the company was unable to reproduce these issues in their dev environments manually. Their workflow consisted of copying their production database, and create a local dev environment pointing to the copy production database, which would take days/weeks to solve application errors.

### Error Resolution (With OverOps)

Now with OverOps, Nielsen is taking a proactive approach to error resolution by being able to handle new errors minutes after they are first introduced. OverOps's dashboard immediately shows all the user and variable data, helping the team solve issues within just a few minutes.

## Avg. Time to Resolve Production Errors

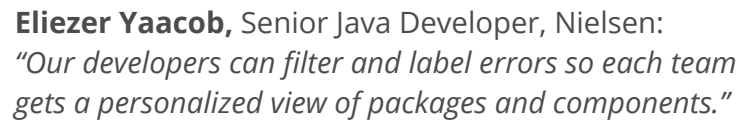
4  
Days



5  
Minutes

99%  
Reduction





- 1 Broad visibility across issues in development and production environments
- 2 Identifies root cause for each error without sifting through logs
- 3 Variable values across the entire call stack in production for each error
- 4 Proactive approach of fixing errors instead of waiting for them to happen

OverOps allows the development team to debug production environments and recreate errors/bugs, without needing logs. Nielsen's development team can now see everything their end users sees in production, and catch each issue sooner.

[illegible]