How OverOps Helps Vivint's Workflow in Detecting and Fixing Errors Quickly

Vivint Smart Home helps customers create a smarter home with intelligently designed products that simplify their lives.

vivint.
SmartHome

Production Monitoring Ecosystem

OverOps ⚙ Grafana Logs

Key challenges

Vivint increased logging verbosity in order to troubleshoot errors which were delaying its releases.
The company had to turn on all the high-level debug logs and follow the messages to make sure their application were working correctly.

7K
Employees

$650M
Revenue

Error Resolution (Pre-OverOps)

Vivint would find itself coming across generic exceptions, or see an exception too late and get lost in the logs. When an error was found in the logs, often the stack trace would not contain enough context to actually determent root cause.

As a result, a large amount of errors were ignored, prolonging the build process required to ensure applications are stable and ready for launch.

Error Resolution (With OverOps)

After installing OverOps, Vivint immediately started seeing some critical errors it didn't know existed, which helped refine the product and make it stable. OverOps also helped Vivint cut down the time it takes to find and solve exceptions, without having to search and sift through log files.

Avg. Time to Release Cycle Due to Errors

2
Days

→

5
Minutes

99%
Reduction ✓

Brandon Bunker, Sr. Director of Customer Analytics and Intelligence at Vivint Smart Home:
"With OverOps, we've cut the time it takes us to find and solve exceptions in our application."

Why OverOps for Vivint

1 Variable values across the entire call stack in production for each error

3 Helps understanding severity level for each error

2 Identifies root cause for each error without sifting through logs

4 Visibility to every exception and error across multiple environments

"OverOps immediately showed us errors we didn't know existed, helping us make our application far more stable."

With OverOps, Vivint has a complete solution, allowing them to detect where and when something happens and solve it quickly, without impacting their customers. Vivint is no longer dependant on logs, allowing them to deliver products with a faster time to market.

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