Customer story / Enterprise Software

How Plantronics Improved User Experience for Over 2 Million Headset Users

With OverOps, Plantronics can easily detect hard-to-find issues and improve their application's reliability

plantronics.

Plantronics Manager Pro software-as-a-service allows customers to monitor, manage and distribute updates of their headsets across the organization while keeping track of which users are using which headset.
Our application is located in 5 different regions, and handles 2 million end points.

3K+	$880M+	PLT	20
Employees	Revenue	NYSE	Countries

Production Monitoring Ecosystem: OverOps slack pagerduty

Highlights

- OverOps helps Plantronics take a proactive approach to error resolution
- Thanks to OverOps, Plantronics engineers can focus on the product roadmap instead of wasting time on troubleshooting
- With OverOps, Plantronics are able to monitor and identify issues across all of their clients
- Now with OverOps, Plantronics can deliver products with a faster time to market

Key challenges and pain points

Our main method for finding out that an error occurred, was to wait for customers to report problems. Once an error was discovered, we had to dig through log files to find its root cause and fix it. In some cases, the error would manifest in a different way on our desktop client, but it always leads us right back into the logs.
If we came across errors in our production environment, such as a NullPointerException, reproducing it to pinpoint when and where it happened within the code was a tedious process.
If we came across a series of issues that cause a certain exception, we could spend weeks trying to find, debug and solve it. This reactive process could lead to missing our release schedule, making our developers spend more time on low level tasks instead of developing new features.

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How OverOps helped you solve issues?

A few months ago we rolled out a new version with some new features, and we experienced big performance issues in this new version. OverOps gave us value in those hard-to-find issues, that included detecting slow queries and identifying deadlocks within our code, which lead to speeding up the application's response time.

"OverOps is a big timer saver for us, allowing our developers to focus more on building new features versus debugging production issues."

OverOps also helped us uncover an issue with our older clients, that were not sending the appropriate required information to our APIs. We were able to track down those clients, identify what causes this issue and fix it quickly.

OverOps helps Plantronics get critical information needed to identify and solve errors, before they hit the users. OverOps also helps the developers be more efficient, in the sense that they can focus more on building new features versus debugging production issues.

How are you integrating OverOps with your daily workflow?

We use the OverOps dashboard to monitor our application and servers. By doing so, we're able to reduce the time it takes us to identify and fix critical production application errors.
We've cut down the time it takes to resolve errors, and our developers are free to focus on building the product and adding new features, instead of wasting their time on debugging.

"Thanks to OverOps we are able to detect issues quickly, improve the user's experience and increase our application's availability."

Full code and variable state to immediately reproduce any error.

No need to manually reproduce issues by searching for information in logs.
Reduce MTTI by 90%+

<1% overhead in production

OverOps operates between the JVM and processor level enabling it to run in staging and production.

Proactive detection of all new and Critical errors

New issues are detected and routed to the right developer vs. discovered by users. Each error receives a unique code fingerprint unique it across the app.

No change to code or build

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Learn how OverOps can help you automate your deployments -
Schedule a demo with an OverOps monitoring engineer

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