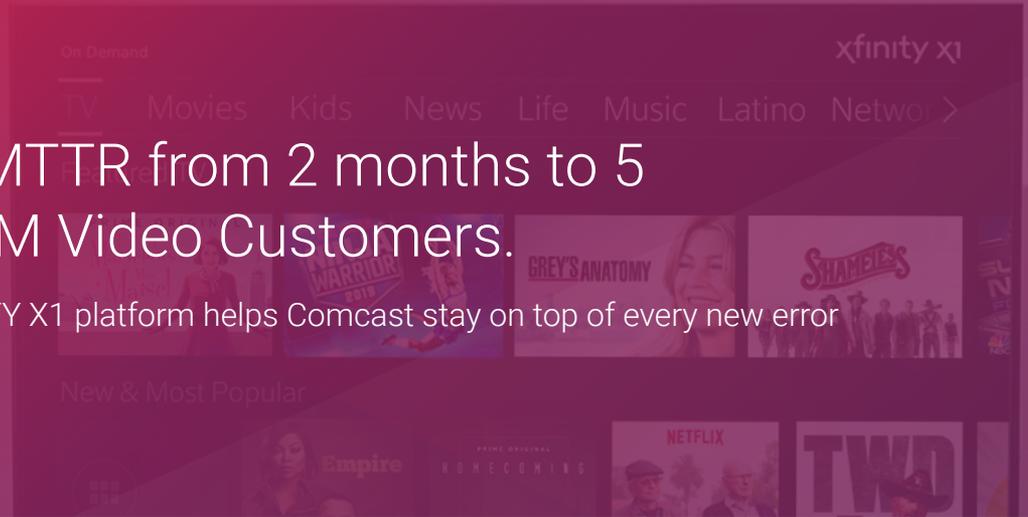


Comcast Reduced MTTR from 2 months to 5 Minutes to serve 10M Video Customers.

Using OverOps on its flagship XFINITY X1 platform helps Comcast stay on top of every new error



XFINITY's X1 is the flagship application for Comcast, providing users with a differentiated television experience. The application offers an interactive platform combining universal search results from live TV, Comcast's On Demand programming, and DVR recordings, in addition to personalized recommendations and apps. It runs on 23 million devices, across dozens of different data centers.

The Challenge

Comcast's Xfinity X1 platform offers services to over 23 million boxes, which means that an issue in production impacts a lot of users. Since they deploy a new version of their application on a weekly basis, they are required to stay on top of every new error and exception that might impact the application's performance.

According to John McCann, VP Digital Home Engineering, "Our monitoring method was inconsistent. We had a log management tool with predefined queries to detect errors and exceptions, and we would spend a lot of time going through the logs trying to identify their severity level and which are worth investigating.

Often times different people were looking at different things. And this was relevant only for a handful of the alerts. Our scale led to these alerts sometimes disregarded since they were noisy. This was a tedious process, that involved manual effort from our team.

Since there are millions of devices that run our application, pinpointing a single error or trying to reproduce it takes up too much time and resources. When issues hit production, it would impact our customers and it was up to us to try and figure out what went wrong and how to quickly fix it."

Highlights

- Comcast uses OverOps to monitor their flagship XFINITY X1 platform
- OverOps helped Comcast reduce their MTTR from 2 months to 5 minutes to serve 10M Video Customers.
- OverOps enables Comcast to find all of the unknown errors that the company didn't foresee
- Comcast uses OverOps to certify every new release before promoting to production

153+k
Employees

23M
Devices

\$75B
Revenue

180.5B
Total Assets

Ecosystem and key integrations:

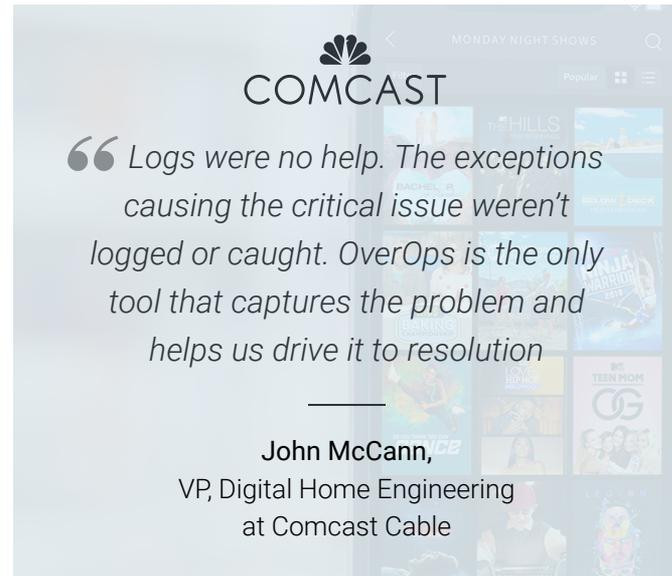
splunk > ZABBIX slack

The Solution

“We’ve integrated OverOps with our automated deployment model, that helps us instrument our application servers. We use OverOps regularly for all of the unknown error conditions that we didn’t foresee. It helps us automate the process of sifting through log files, making it easier to detect issues as soon as they appear.

We use OverOps to monitor our flagship XFINITY X1 platform. We deploy a new version of our application on a weekly basis, so we have to stay on top of every new error.”

In fact, we had a full day where the whole team did what we called an “exception burn-down day”, where we basically spent an entire day fixing exceptions and log errors that were identified by OverOps. We spent a good amount of time essentially reducing the noise in our application and in a lot of cases fixing problems that had eluded us in the past.



“Thanks to OverOps, we now have visibility into the long tail of problems that the system has, that we otherwise wouldn’t have visibility into. We know as soon as an error occurs and have the ability to react fast to every issue, error or exception.”

How are you integrating OverOps with your daily workflow?

“After installing OverOps, we almost immediately saw detailed data about our application’s performance. We were able to detect where exceptions were thrown, and could display changes in the application’s behavior. OverOps is especially helpful when it comes to issues that might impact our users.

We use the OverOps dashboard to see our application’s behavior and look for trends along with some of the aggregated metrics. That way, we can look for highly problematic areas and quickly detect and fix any error without harming the user’s experience.”

OverOps is a continuous reliability solution that helps enterprise organizations ensure rapid code changes do not impact customer experience.

Using OverOps, teams can quickly identify, prevent and resolve critical software issues. Unlike static code analyzers, log management tools and APMs that rely on foresight, OverOps analyzes your code at runtime to tell you when, where and why code breaks.

