



PreEmptive Solutions Case Study

PreEmptive Analytics™ for Team Foundation Server

Customer

Information Technology

Customer Size

25,000 Employees

Location

United States

Industry

Federal Healthcare

Customer Profile

This US-based solutions provider delivers end-to-end IT and business process services to clients worldwide with a division dedicated to federal government agencies. The company's annual revenues exceed US \$4 billion.

Software & Services

- Dotfuscator Professional Edition
- PreEmptive Analytics for Team Foundation Server
- Microsoft Visual Studio Ultimate

The cloud-based solution supports a complex array of legislatively mandated Medicare appeals processes. The use of PreEmptive Analytics for Team Foundation Services is improving user experience, streamlining support, and protecting development resources from costly interruptions.

“By providing an intelligent and automated connection between our users’ experience, our support organization, and development team, we are able to more quickly resolve user issues, reduce support work load, and protect development from unnecessary and costly interruptions.”

Director of Development and Product Management

the growing user community specifically emerged as a critical requirement for success.

Solution

PreEmptive Analytics for TFS provided the following unique capabilities:

- Instrumentation could be injected into existing binaries reducing development and
- The resulting telemetry could be extended to capture custom data points off of thrown and caught exceptions capturing information unavailable inside traces and dumps.
- Extensible rules-based analysis of incoming data could be used to prioritize and filter incoming data improving support response and shielding development from production “noise.”
- Deep integration with Team Foundation Server enables automated scheduling and response.

Benefits

The complex, heavily used, and highly regulated cloud-based environment can never be simulated in a test environment. PreEmptive Analytics provides valuable insight, analysis, and automated response improving quality user experience, and development value.

Business Needs

A multi-million dollar federal contract resulted in a sudden spike in service usage and a commitment to expand the services capabilities. Optimizing the development and release cycles and the interaction between development, support, and