

PreEmptive Solutions Case Study

PreEmptive Analytics™ for Team Foundation Server



Customer

Global Manufacturer

Customer Size

15,000 Employees

Location

United States

Industry

Financial Services

Customer Profile

This US-based equipment manufacturer operates in over 90 countries providing mission-critical services to the consumer banking industry. The company's annual revenues exceed U.S. \$2 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.

"The ability to connect usage of our software services directly to our customer support and operations centers means that we will, for the first time, be able to proactively respond to production incidents—improving service levels, increasing customer satisfaction and widening our profit margins."

Chief Architect and Director of Development

Business Needs

The mission critical and highly regulated financial services provided had made connecting production activity monitoring to development and operations centers impractical. The long development cycles and strict release and

quality standards appeared to put true DevOps implementations out of reach. Without this last mile of connectivity, operations and development were often the last to know of attacks and system failures.

Solution

PreEmptive Analytics was presented during a routine roadmap presentation. The architecture and security teams were quickly convinced that:

- 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.

Benefits

This next-generation financial services platform is being instrumented to meet the needs of both development and the business. The result will be a suite of financial services with a higher quality of service and a shorter mean-time-to-repair – a more responsive solution yielding higher revenue and margins.