



HealthCare.com

Find out how HealthCare.com reduced the errors on their client website by **95%** in just two weeks.

HealthCare.com, operated by HealthCare, Inc. is a search-and-compare health insurance shopping platform. Their website connects consumers with its network of licensed insurance brokers and insurance carriers and is a performance advertising platform for healthcare marketers.

Software Architect Luis Alonzo shares that before Raygun, HealthCare.com used an in-house error logging tool to manage issues on their client website. Their in-house solution soon reached its limitations and was unable to provide the diagnostic details needed to find and fix software problems in production. Just logging the error wasn't enough - the team was flooded with error notifications, making errors impossible to triage and assign to developers.

They needed a faster and more reliable method of error management, and Raygun was the Team Lead's tool of choice. "The integration process was easy," Luis explained. "We even integrated Raygun with some data and BI processes. We use Raygun with applications developed in C#, Python, PHP, and Java."

Once Raygun was up and running, Luis gained visibility into 2,000 errors occurring per hour on their public website that had been missed by their in-house solution. He was able to quickly form a plan which reduced this to just 0-20 per hour in just under two weeks.



"Without Raygun to tell us about our errors, we wouldn't have been able to know what was happening - and that let us reduce our errors by almost 95%."

Luis Alonzo, Software Architect

Luis achieved this by using Raygun Crash Reporting's dashboard to triage incoming errors quickly. When Raygun detects an error, it can be assigned, ignored or resolved with just one click inside a dedicated error Slack channel. Luis explains further that "The Slack integration helps us to have an almost real-time experience of error reporting, and gives the ability to communicate ongoing errors with the right people."

Raygun helps HealthCare.com on their journey to automate the error resolution process with our growing feature collection.

INDUSTRY

Healthcare and Insurance

COMPANY SIZE

11-50

LOCATION

Headquartered in Miami, USA, with offices in New York and Guatemala City

CHALLENGE

An in-house error logging solution was unable to pinpoint causes of software errors in production, making the error resolution process time-consuming. Lack of visibility into website performance left 2,000 errors per hour undetected on their client website.

SOLUTION

Raygun provides accurate error reporting that allows them to find and fix software errors in production. Integrations with Slack, JIRA and GitHub automated the error resolution process saving valuable hours in development time every week.

RESULTS

Raygun gave visibility into software errors and helped reduce these errors by 95%.

INTEGRATIONS

Slack
JIRA Software
GitHub