

— CASE IN POINT | DATADOG + HEALTHCARE SOFTWARE

From Blind Spots to Insights: Elevating Application Performance and User Experience

How RapDev & Datadog enabled a leading British healthcare software provider to **improve visibility, performance, and incident resolution** for faster, smarter decision-making

Driving business performance with proactive issue resolution & improved efficiency

Business Challenges & Technical Solutions:

Implemented RUM to solve lack of visibility into application performance & user experience

Established real-time analytics & feature tracking to see impacts of new features

Configured Datadog alerts for faster issue detection, saving hours of troubleshooting time

Deployed synthetic monitoring & APM to proactively fix issues, addressing slow performance & bugs

Engagement Results:

25% improvement in KPIs within 3 months

78% of developers can identify feature issues in hours instead of days

88% reduction in troubleshooting calls

37% faster in identifying & addressing user issues

“This has been a game changer and one of our best projects. Product groups now rely on business intelligence from Datadog to make decisions. Thanks to RapDev and Datadog we reduced incident calls from 80 people to 8.”

— Chief Product Officer, Leading British Healthcare Software Provider

