

MultiPlan adopted CodeTogether HQ to optimize R&D productivity, and it achieved...

At A Glance

MultiPlan adopted CodeTogether to enhance product delivery, increasing issue throughput by 59% and active coding time by 50%. Real-time insights improved delivery, code quality, and accountability, while streamlined reporting motivated engineers and optimized vendor output. CodeTogether's success led to its expansion across 90+ projects and dozens of teams, supporting innovation and strategic initiatives like GenAI.



+59%

Increase in Issue Throughput¹

+40%

Increase in Daily Time Spent in IDE¹

+48%

Increase in Active Development¹

The Challenge:

To continue innovating in healthcare, MultiPlan seeks increased R&D productivity

MultiPlan is a public company that deploys technology to make US healthcare more transparent and affordable. In its 40+ year history, MultiPlan has developed software and data analytics platforms that now enable \$22b in potential savings annually.

To supercharge product delivery and expand on its innovative legacy, engineering leaders at MultiPlan needed deeper insights on its organization. Specifically, it needed more visibility into the development workflow and an objective set of metrics to measure and report on progress.

Hybrid work creates blind spots for managers seeking to empower growing development teams

In recent years, MultiPlan had experienced rapid growth and adopted a hybrid work model. Engineering managers were now challenged to onboard new hires and lead multiple new initiatives with fewer natural opportunities to collaborate with their teams. Engineering work was increasingly a black box, and it was hard to answer important questions like: Are engineers fully committed? Was the team focusing on high priority work? Were projects progressing smoothly?

"[Before CodeTogether], outside of scrum meetings, I had no window into what my team was doing on a day-to-day basis."
– Engineering Manager

Tracking the ROI of SDLC investments is time consuming and unreliable

MultiPlan was pursuing new initiatives like GenAI copilots to improve software delivery at the org-level. Business leaders needed a way to continuously track the impact of these investments, and engineering managers were spending hours manually preparing reports. These insights, which were limited by data provided in Jira, incorporated static, unreliable metrics, like story-point velocity, which lack nuance and are prone to manipulation.

"There was some reporting in JIRA, but It used to take me half a day to prepare the reports I needed for leadership."
– Engineering Manager

The Solution:

CodeTogether rapidly delivers actionable insights to optimize product development

CodeTogether helps managers de-risk delivery and improve quality.

With CodeTogether, MultiPlan's engineering managers could easily check the pulse of their teams and take action. Dashboards displaying data collected directly from developers' IDEs offer insights on the 80% of engineering work not captured in other sources. Using the time allocation report, one team leader was able to ensure that their teams' hands-on-keyboard coding time was focused on the highest priority work. In other instances, they proactively reached out to unblock junior engineers when the task-time metric, the time spent writing code for a particular issue, deviated from expectation.

The sum of interventions enabled by CodeTogether accelerated issue throughput by 59% and time spent coding by 40%, increasing on-time delivery.

Real-time visibility helped MultiPlan reduce bugs and improve code quality. CodeTogether metrics on time spent writing tests, allowed managers to observe and motivate this behavior, improving defect escape rate. Using code-churn, the measure of revisions to a code snippet, MultiPlan was also able to identify and refactor complex areas of the codebase, improving overall code quality.

"There's nothing quite like it in the market. Within the first months of implementation, we are already seeing a substantial increase in quality." – CIO



CodeTogether motivates MultiPlan teams to spend more time coding

CodeTogether encouraged developer productivity by providing a means of recognizing the contributions of its engineers. After installing CodeTogether's IDE agents, individual contributors were more motivated to spend time implementing features and bug fixes. In addition to motivation, CodeTogether is a tool for recognition, and high performing developers used its metrics to make successful cases for promotion.

CodeTogether also helped create accountability with MultiPlan's outsourced vendors. After being installed in the development environments of one outsourced partner, CodeTogether identified mismatches between time spent coding and professional services fees. Armed with these insights, MultiPlan successfully approached the vendor to increase their output.

By motivating engineers and driving accountability with vendors, MultiPlan increased active development time by 50% with CodeTogether.

CodeTogether provides insightful R&D reports in seconds

Using CodeTogether, MultiPlan is better equipped to evaluate engineering productivity at the organizational level, and integrations with DevOps tools like GitHub and Jira enhance insights. Today, engineering managers can access dashboards to track the impact of GenAI and other SDLC investments on demand.

"I have the reports that I need waiting for me out of the box in CodeTogether."
– Engineering Manager



Easy implementation let MultiPlan try CodeTogether then expand its usage

CodeTogether facilitated a phased adoption approach in which MultiPlan chose three project teams to conduct a trial of the solution. Engineers installed IDE agents in a matter of hours, and with the support of CodeTogether, it took a day's work for trial teams to become fully operational. After observing productivity uplift and positive feedback from its PoC teams, MultiPlan continued to grow with CodeTogether.

Within a year, MultiPlan expanded its CodeTogether usage to 90+ projects and hundreds of engineers

Methodology and definitions for measuring impact at MultiPlan

To assess impact, historical, anonymized metrics from the 92 MultiPlan projects currently using CodeTogether were collected and analyzed. The average value for each metric was then compared across two distinct time periods: baseline (first month following adoption) and steady-state (months three and after). Averages were calculated using two-week increments to control for workload variance in sprint cycles.

Cited values represent the percent change for a given metric from baseline to steady-state periods. This methodology undercounts the productivity benefits that are introduced on day one of usage related to increased transparency and accountability.

Daily IDE hours: Average time engineers spent in IDE across all activities.

Active Development Time: Average time engineers spent actively writing code.

Issue Throughput: Average of tasks completed by week per engineer.