

How Autonative Exposed Hidden Nightly Failures with Dash0



autonative.

⚠ The Problem:

Autonative lacked a unified way to see what was happening across systems, making it difficult to detect issues proactively. A key challenge was that nightly processes could fail silently without being noticed.

💡 The Solution:

Dash0, combined with OpenTelemetry and auto-instrumentation, gave the team fast setup and connected visibility across their systems.

✅ The Result:

The team identified a failing API call in a nightly process that had previously gone unnoticed. With better visibility and clear metrics, they can now detect issues earlier and communicate system performance more confidently to clients like Ford.

Autonative's e-commerce platform for automotive brands needed clearer visibility across its systems. Without it, detecting issues early was nearly impossible, and critical problems could go unnoticed.

Keeghan McGarry, Head of Technology at Autonative, needed a unified view across all systems to spot problems before they affected customers, especially failures in overnight processes. Instead of reacting to reported issues, he wanted real-time system insight to identify failures as they happened.

This is how Autonative gained system-wide visibility, uncovered a silent nightly failure, and restored client confidence with Dash0.

The Challenge: Silent Failures and Limited Visibility

For major clients like Ford, Autonative manages data for around 60,000 vehicle makes and models. As operations grew, fragmented monitoring made it harder to track real-time process health.

The biggest risk lay in nightly processing jobs that ran unsupervised. Without unified visibility, failures in these jobs could persist undetected, leaving the team unaware of problems until much later.

» I needed one dashboard to see exactly what was happening everywhere. Having visibility across systems lets us act before problems are reported. We can finally be proactive instead of reactive. «



The Turning Point: Exposing a Silent Failure

The most impactful moment came when Dash0 revealed a nightly processing script that had been failing quietly. Because the script produced no output, the team assumed everything was fine, never realizing the process was breaking down midway.

With Dash0 and OpenTelemetry in place, the platform quickly pinpointed the root cause: a failing API call in the script. Instant visibility made the failure obvious and allowed the team to resolve it right away.

» As soon as we enabled OpenTelemetry, we immediately saw that one of our API calls wasn't returning a result. We would have never known otherwise. With Dash0, we caught the issue right away, updated the API call, and all of our image checks started returning again. «

says Keeghan McGarry.

The Solution: Fast, Actionable Insight with Dash0

Dash0 provided rapid setup and connected system visibility, allowing Autonative to monitor processes in real time. Auto-instrumentation eliminated the need to manually instrument each service and surfaced insights within minutes.

» Dash0 stood out for its speed and simplicity. We had no OpenTelemetry in place, but setup was extremely easy. We got some applications running on the platform within minutes. «

Keeghan calls auto-instrumentation a game changer: "Getting so much out of the box, without extra effort, just works."

Results: Data-Backed Confidence and Trust

With Dash0, Autonative now makes decisions based on hard data. The platform delivers precise metrics and a strong baseline for improvement.

"Dash0 gives us exact figures and clear metrics. Now, when I meet with engineers, we make decisions based on real data and a solid baseline."

Most importantly, Autonative can now demonstrate performance with clients like Ford using clear, actionable proof instead of promises.

» Now, when we talk with clients like Ford, we can point directly to real numbers and show them what's happening in the system. That transparency builds true confidence, because it's proof, not just promises. «

From Blind Spots to Reliable Systems

Autonative's experience shows the value of real-time visibility. By deploying Dash0 and OpenTelemetry, the team exposed silent failures, set clear performance baselines, and built client trust with data.

When critical processes run overnight, proven reliability depends on more than assumptions, clear evidence and actionable metrics make all the difference.

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Ready to uncover the issues you can't see?

See how Dash0 helps teams detect silent failures, gain full system visibility, and back every decision with real data.

[Book a demo](#)

