



Accelerating engineering excellence while reducing operational costs with EverOps at Life360

“EverOps came in with the impact of internal lead engineers, which is far from the consulting norm. They provide a combination of technical expertise with a unique operating model that sets them apart from other consulting firms. They are on my short list of two consultants that I would actually work with again!”

The Client

Life360 connects over 50 million families, pets, and valuables through cutting-edge location tracking and digital safety features. As an industry leader in digital safety solutions, Life360 leverages advanced driving and location data to prioritize safety – dispatching an ambulance every 8–10 minutes on average.

The Challenge

Before meeting EverOps, Chris Robertson, Head of Cloud Operations at Life360, faced a skills gap challenge within the engineering organization required to accomplish a strategic migration. This stalled a critical Kubernetes migration for over a year that was needed to accomplish a strategic priority. Therefore, he needed to hire scarce talent and break down silos within the engineering organization. However, this proved to be a challenge. EverOps entered the scene with a unique model that was a turning point compared to other partners Life360 worked with. They embedded a skilled pod of cloud infrastructure technicians focused on ongoing collaboration to build durable relationships, not just deliver projects. This distinctive approach of deeply partnering with clients was exactly what Life360 needed to finally unlock their stalled migration.

Finding The Right Solution

Prior to engaging with EverOps, Chris had considered hiring full-time engineers to tackle this problem but found it challenging to find an engineering team that recognized the value of building these skills in-house on a permanent basis.

Rather than going the full-time hire route, Chris evaluated a service provider. EverOps stood out as their team offered an integrated operating model, embedding skills within the engineering organization as opposed to taking a project-based approach.

Another key consideration was Life360’s extremely high volume of over 20 billion requests daily across multiple services, peaking at hundreds of thousands per second. Most consultants couldn’t handle infrastructure demands at this scale. EverOps, on the other hand, had the deep knowledge required to craft a customized solution for zero-defect delivery, exceeding original expectations.

The solution started with the EverOps DevOps POD, collaborating with Life360 FinOps leaders to determine the most effective cost optimization goals. This exercise led EverOps down two concurrent roads to make a significant impact at Life360 with minimal institutional knowledge. One was the optimization of several AWS EC2 Auto-Scaling Groups, making their utilization much closer to optimal without sacrificing any performance. The other was the implementation of AWS VPC Endpoints for both DynamoDB and S3, drastically reducing the cost of AWS NAT Gateways.

Both of these goals required interfacing with several teams within Life360, and every change followed a strict review and deployment cycle. Within a quarter, EverOps successfully adjusted several AWS EC2 Auto-Scaling Groups and deployed AWS VPC Endpoints for both DynamoDB and S3 on all environments without any downtime or performance impact.

While this work was being accomplished, the EverOps DevOps POD began acquiring experience and knowledge about Life360’s Tech Stack and forging meaningful relationships, which has positioned EverOps to take on more complex projects while proposing improvements to processes and technologies.



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Results Achieved:

Life360 achieved a remarkable transformation in engineering excellence since partnering with EverOps. One of the most significant outcomes was a \$1.7M annual savings in cloud costs, most of which were achieved in the first months.

Additionally, the delivery team reduced overhead delivering automated workflows that were the initial steps along a path towards work efficiency gains with an anticipated impact of up to 70 full-time employees. From a unit economics perspective, despite investing in an enterprise solution, the project is now cost-positive and growing 30–40% a year, with other areas of cost optimization identified to set a new benchmark. The collaboration also shifted the cultural dynamics, empowering the team to operate more autonomously and drive projects with increased velocity.

Beyond the anticipated results, EverOps brought unexpected victories. Project management excellence emerged as a standout feature, with EverOps demonstrating proficiency in handling processes and efficiently addressing blockers. The pod lead consistently maintained a clean backlog, showcasing a depth of skill that exceeded Life360's initial expectations.

In conclusion, EverOps not only unblocked Life360's engineering team but also played a pivotal role in up-leveling specific skills within the organization and accelerated, autonomous project delivery.