

# Case Study: Resolving Platform Performance Issues (Heap Size Errors)

## Overview

Recurring heap size errors were causing failures in key Salesforce Health Cloud workflows, impacting quoting and data processing. I identified the root causes and partnered with engineering to redesign data handling approaches to stabilize performance.

## Problem Identified

- Frequent heap size errors during complex transactions
- Large data payloads processed in single transactions
- System instability impacting user workflows and data accuracy

## Root Cause

Excessive data volume and inefficient data processing patterns exceeding platform governor limits.

## Objective

Reduce system failures, improve performance stability, and ensure reliable processing of large datasets.

## Solution Delivered

- Identified data-heavy operations and failure points
- Partnered with engineering to redesign data handling strategies
- Reduced payload sizes and optimized data retrieval
- Recommended breaking large transactions into smaller, manageable processes

## Before vs After Processing

Before	After
Large Payload → Single Transaction → Failure	Segmented Data → Optimized Processing → Stable Execution

## Results

- Reduced frequency of heap size errors
- Improved system performance and reliability
- Enabled successful processing of large datasets
- Reduced disruptions to critical business workflows

## Key Contribution

Identified platform limitations as root cause and drove a solution focused on optimizing data processing patterns, improving system stability and performance.