

Veréb Elemér,
Dynatrace regionális vezető

Observability,
a digitális
transzformáció
svájci bicskája



VISZ INFOGOLF 2023 KONFERENCIA
2023. augusztus 30.





BLACK FRIDAY



Kereskedelem Ünnepi Szentháromsága

Válságstáb Ülések Végtelen Sora



Network is fine

3,542 alerts are in the queue

Nothing in the logs

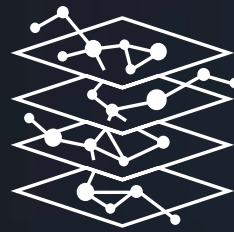
A new way of control is needed!



**AI
assistance**



**Continuous
automation**



**Intelligent
observability**



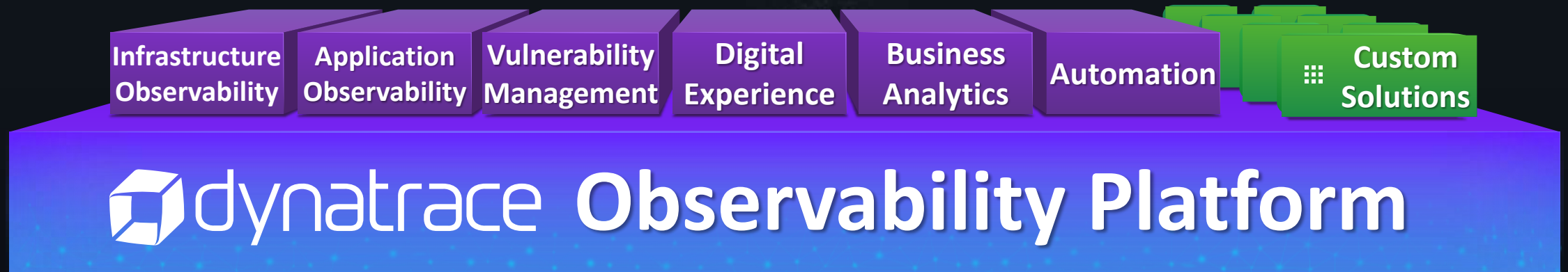
**Cross team
collaboration**



**User
experience**



Starts with best-in-class observability



Automatically discovers and gathers traces, metrics, logs and a whole lot more



Observability Goals and Use Cases

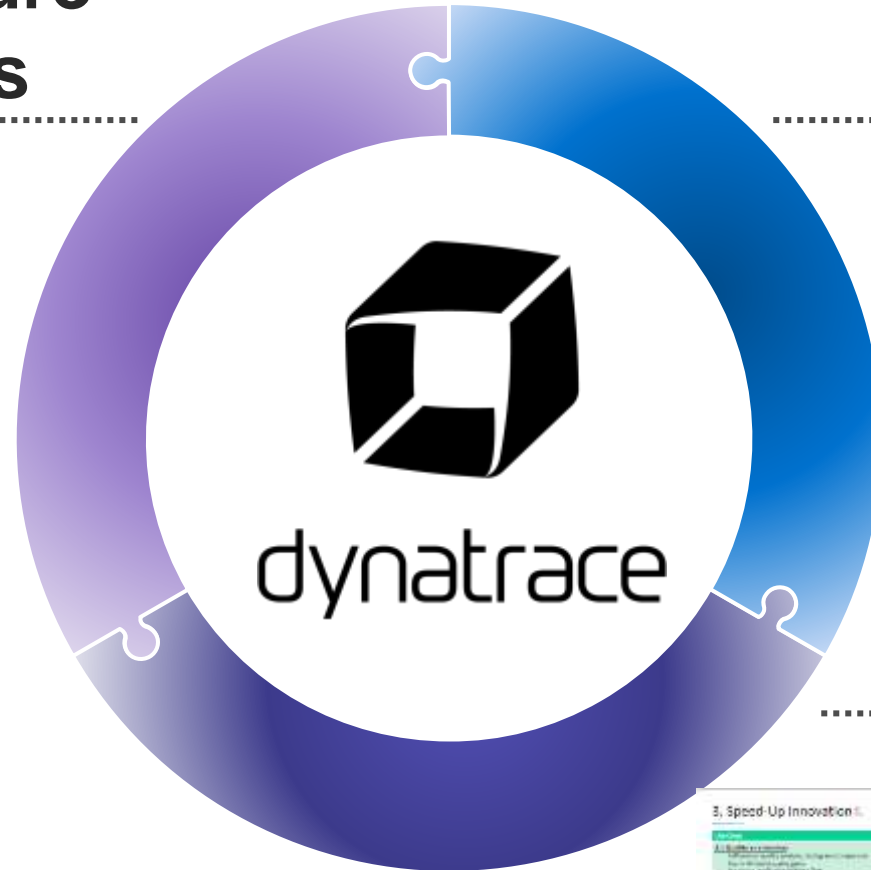
Flawless and Secure Digital Interactions

1. Flawless and Secure Digital Interactions I.

1. Flawless and Secure Digital Interactions II.

1. Flawless and Secure Digital Interactions III.

1. Flawless and Secure Digital Interactions IV.



Unrivalled Digital Experience

2. Unrivalled Digital Experience I.

2. Unrivalled Digital Experience II.

2. Unrivalled Digital Experience III.

Speed-Up Innovation

3. Speed-Up Innovation I.

3. Speed-Up Innovation II.

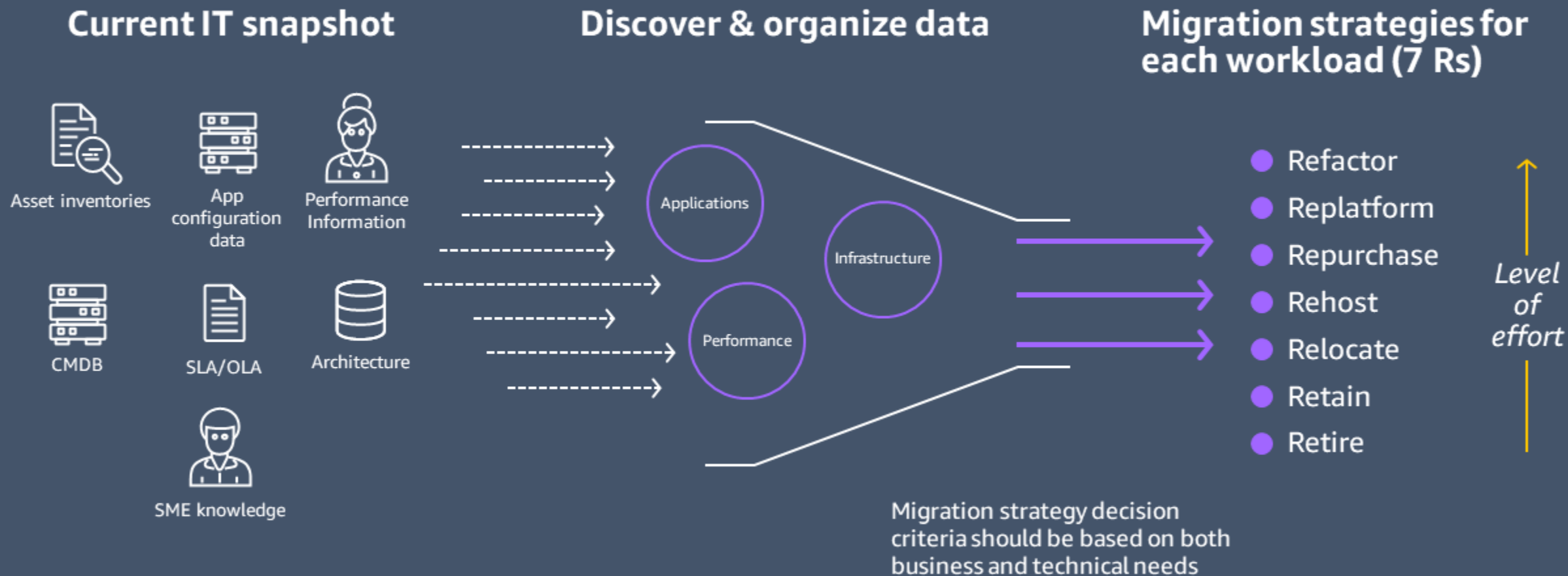
3. Speed-Up Innovation III.

31 main use cases
100+ subtopics

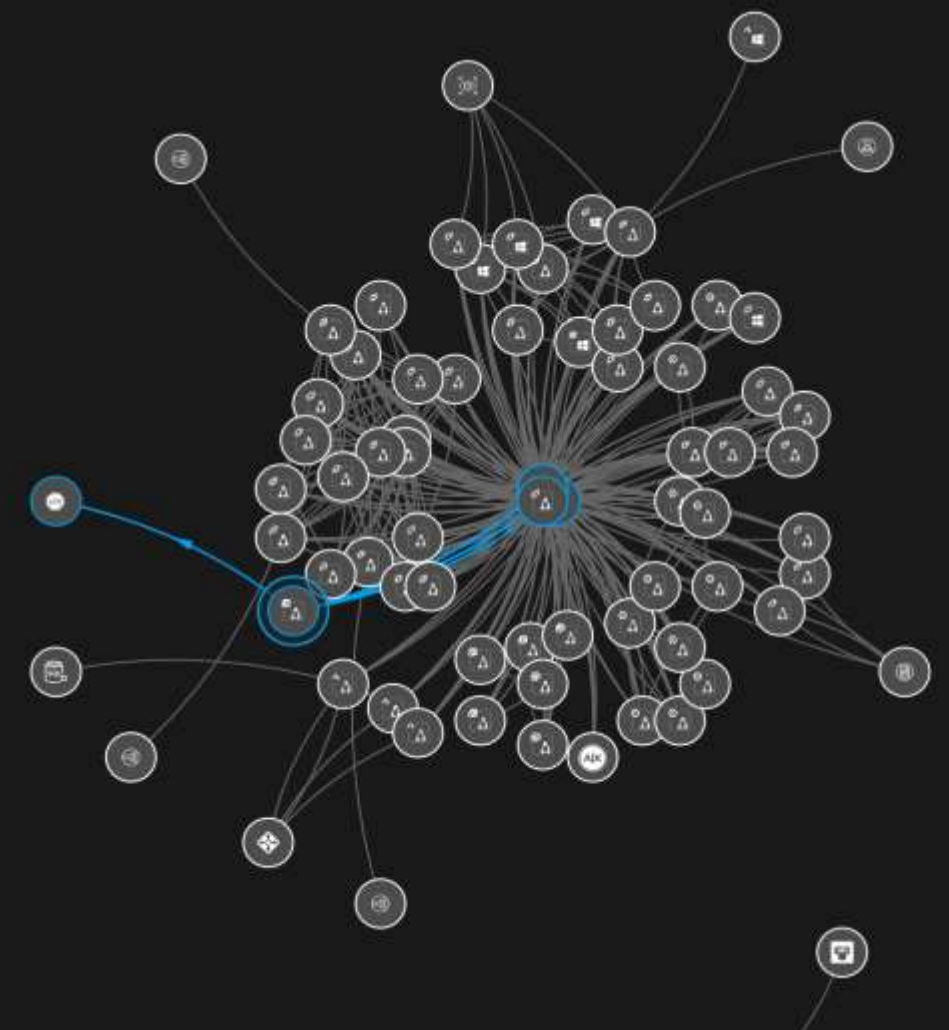
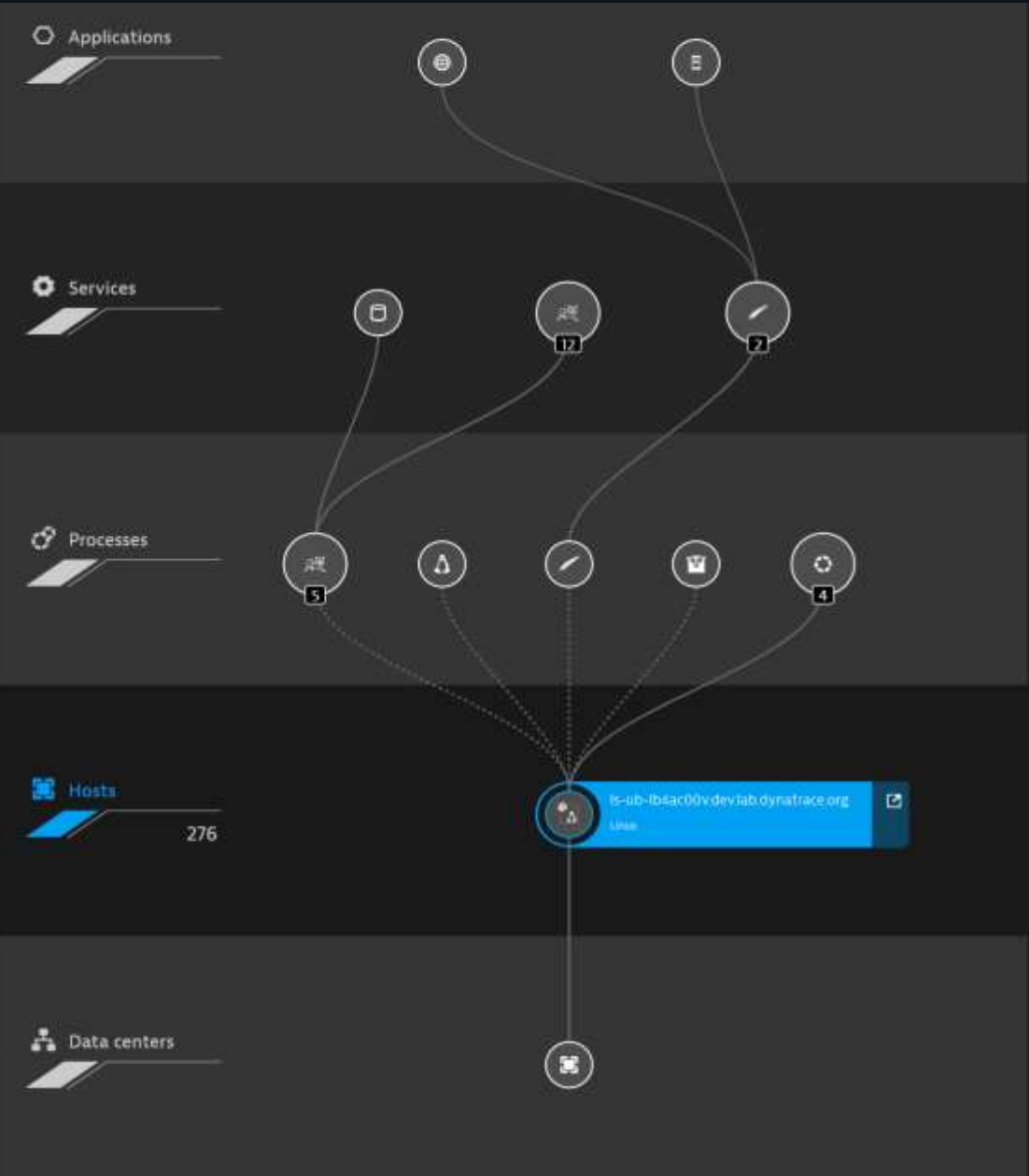


Use Case 1 - Cloud Migration

Migration Readiness



Smartscape Topology



Application / Cloud Readiness Assessment

- Dynatrace
- Search **CTRL K**
- Apps
- Pinned
- Notebooks
- Dashboards
- Workflows
- Hub
- Smartscape topology
- Dashboards classic
- Frontend
- Mobile
- Problems
- Security overview
- Session Replay
- Web
- Collapse
- Support
- Elemer Vereb

Applications 20

Services 327

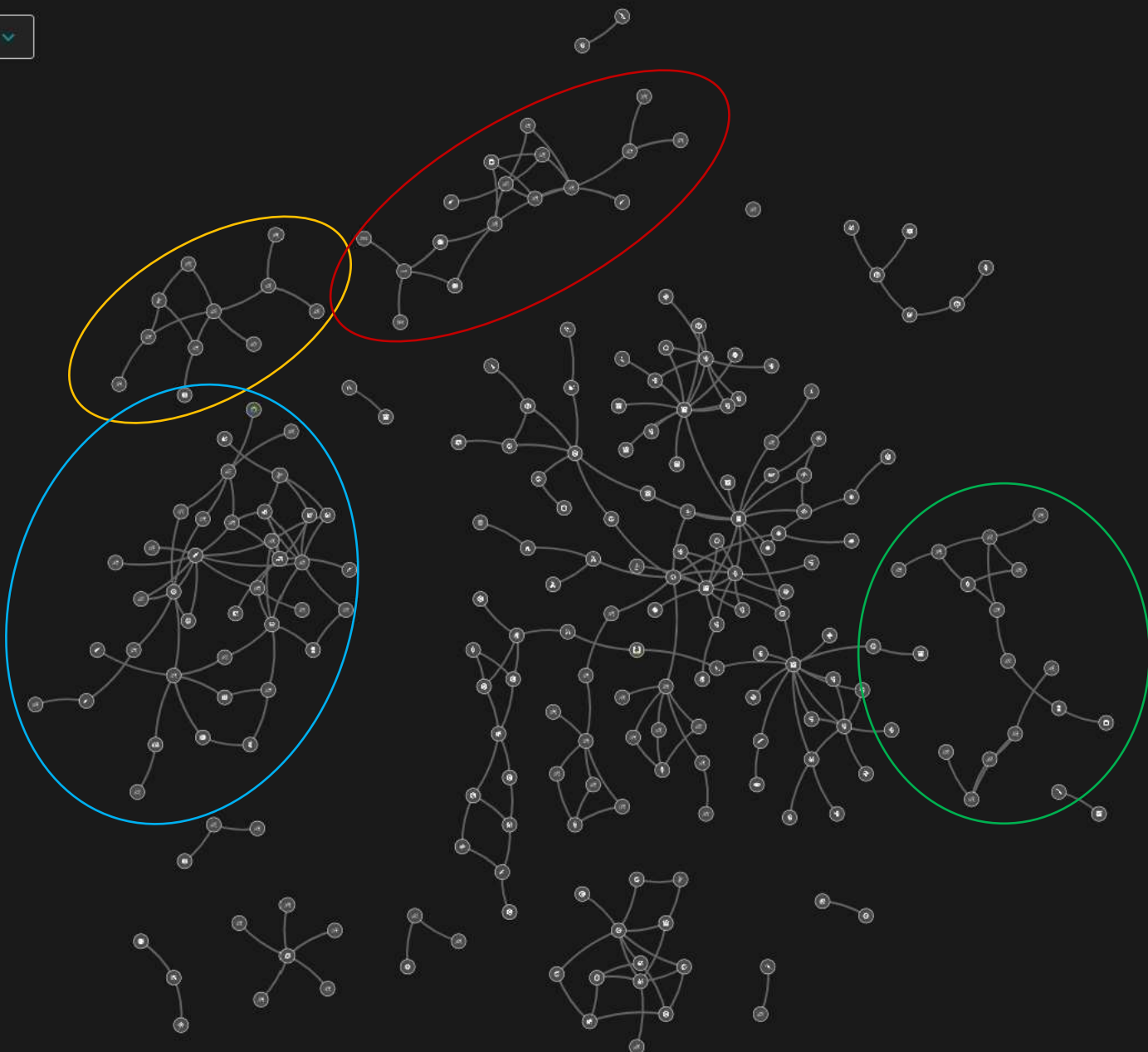
Processes 6233

Hosts 276

Data centers 19

Show problems

+ - ...





Use Case 2 - Safe Launch of Mission Critical Systems

KPIs of a Mobile Banking System in the Stabilization Period

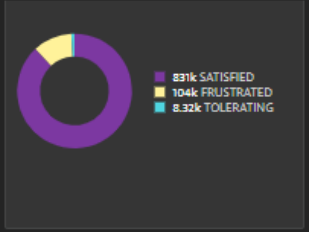


Android performance data by versions ACTUAL

App Version	Action count (by OS, ...)	Request error count (...)	Crash count (by OS, ...)	Apdex (by OS, app v...)	Action duration (by ...)
4.1.2	3.57M	586k	3.47k	0.97	242 ms
4.1.1	225k	31.3k	156	0.97	226 ms
4.1.0	23.3k	3.73k	18	0.97	236 ms
4.0.7	831	934	5	0.93	199 ms
4.0.8	669	1.24k	4	0.91	279 ms

iOS performance data by versions ACTUAL

App Version	Action count (by OS, ...)	Request error count (...)	Crash count (by OS, ...)	Apdex (by OS, app v...)	Action duration (by ...)
4.1.0	405k	105k	284	0.88	906 ms
4.1.1	357k	94.2k	231	0.88	865 ms
4.1.2	180k	33.1k	98	0.9	909 ms
4.0.8	867	220	1	0.87	856 ms
4.0.7	43	13	0	0.95	250 ms

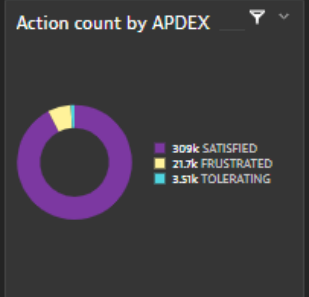


Android performance data by versions LAST WEEK

App Version	Action count (by OS, ...)	Request error count (...)	Crash count (by OS, ...)	Apdex (by OS, app v...)	Action duration (by ...)
4.1.2	3.52M	607k	3.78k	0.97	259 ms
4.1.1	250k	36.4k	207	0.97	234 ms
4.1.0	24.8k	3.66k	14	0.97	241 ms
4.0.8	790	889	1	0.91	283 ms
4.0.7	548	830	2	0.93	228 ms

iOS performance data by versions LAST WEEK

App Version	Action count (by OS, ...)	Request error count (...)	Crash count (by OS, ...)	Apdex (by OS, app v...)	Action duration (by ...)
4.1.0	435k	125k	334	0.88	985 ms
4.1.1	387k	103k	269	0.88	958 ms
4.1.2	130k	62.7k	67	0.9	978 ms
4.0.8	1.23k	294	0	0.88	918 ms
4.3.0	104	13	0	0.91	159 ms



APDEX (by OS, app version)

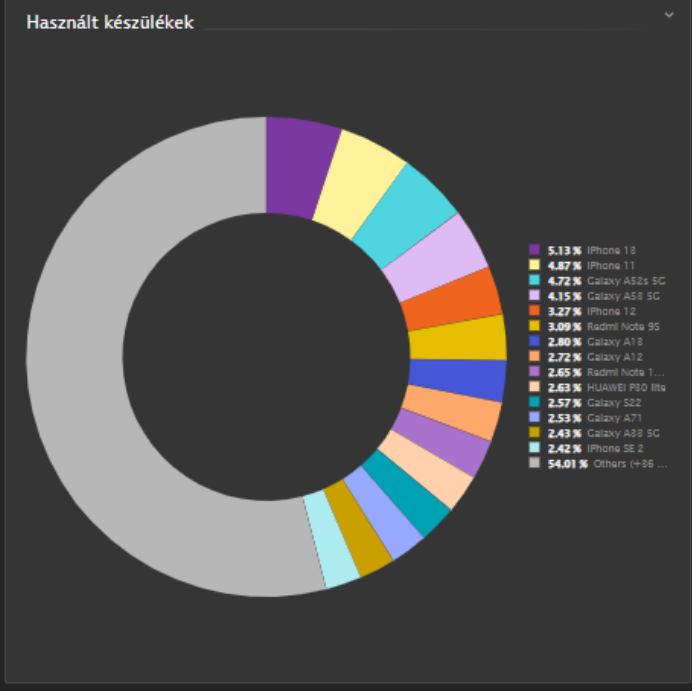
OS	App Version	Apdex (by OS, app version) [mobile, custom]
Android	4.1.0	0.97
Android	4.1.1	0.97
Android	4.1.2	0.97
iOS	4.0.7	0.93
macOS	4.1.1	0.93

Reported error count (by OS) and app version

OS	App Version	Reported error count (by OS, app version) [mobile]
Android	4.1.2	36.3k
Android	4.1.1	2.52k
Android	4.1.0	340
Android	4.0.7	12
Android	4.0.8	6

Crash count (by OS, app version)

OS	App Version	Crash count (by OS, app version) [mobile, custom]
Android	4.1.2	3.47k
iOS	4.1.0	284
iOS	4.1.1	231
Android	4.1.1	156
iOS	4.1.2	98



TOP transaction counts

details	frontend	ACTUAL	LAST WEEK
HufPayment	MOBILE	55.9k	52.8k
CardLimitChangeTransaction	MOBILE	7.6k	6.96k
GET_CARD_PIN	MOBILE	3.8k	2.85k
ChequePaymentReal	MOBILE	2.4k	2.6k
CARD_VIRTUAL_PAYMENT	MOBILE	1.29k	1.07k

TOP transaction count

55.9k	HufPayment MOBILE
7.6k	CardLimitChangeTransaction MOBILE
3.8k	GET_CARD_PIN MOBILE
2.4k	ChequePaymentReal MOBILE
1.29k	CARD_VIRTUAL_PAYMENT MOBILE
1.21k	TopupTransaction MOBILE
1.14k	CardActivateTransaction MOBILE
1.05k	NewPartnerTransaction MOBILE
665	FcyPayment MOBILE
348	SET_3D_PASSWORD MOBILE
270	SET_CARD_STATUS MOBILE

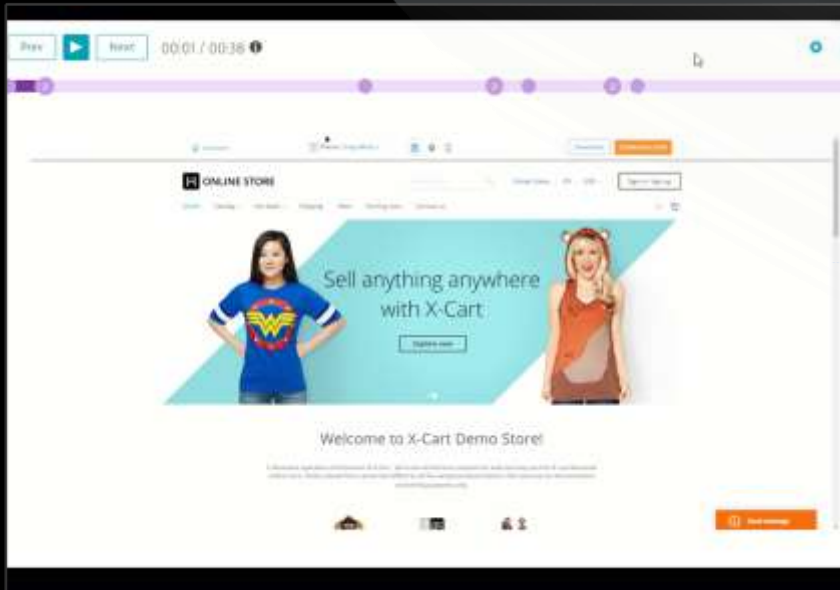
Session duration AVG by OS

avg(usersession.duration)	osFamily
77,848ms	Android
111,935ms	iOS
389,760ms	macOS

Use Case 3 – Increase conversion, decrease churn rate



See it from the perspective of your users



⚠️ Rage clicks detected

Adobeid: 5398762..

Timefromlastvisit: 11.2

viewname: page.autopay..

producttype: coffemug

Addressstype: residential

pagetype: PDP

cartvalue: \$14.50

loyaltystatus: Gold

pagename: autopay.checkout

🏁 Successful conversion

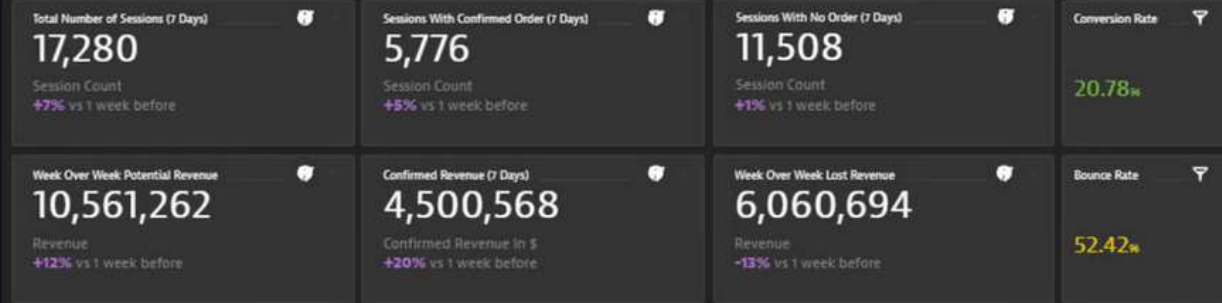




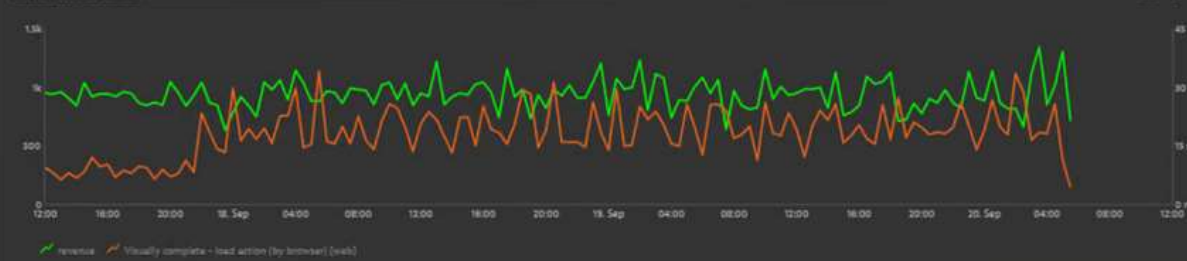
Identify where and why Losing Customers

Digital Business Analytics

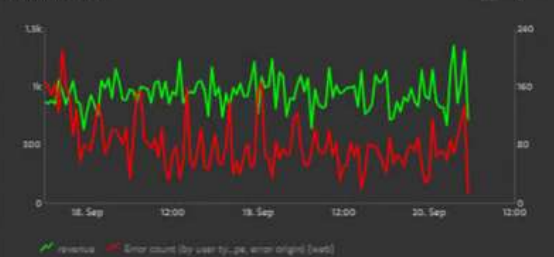
Revenue Trend



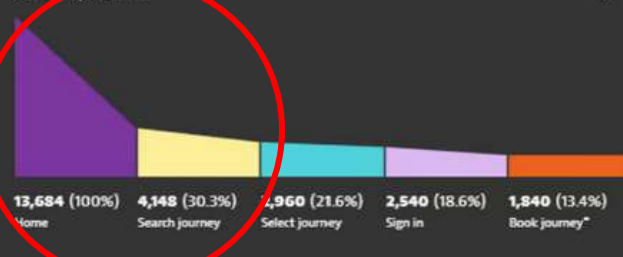
Revenue Vs Performance



Revenue vs Errors



Book Journey User Funnel



Some Business Benefits

Improve
Customer
Experience

Increase User
Retention

Reduce
On-Going Cost

Accelerate
Adoption

Reduce Risks
Increase
Visibility

Infrastructure
Observability

Application
Observability

Vulnerability
Management

Digital
Experience

Business
Analytics

Automation

Custom
Solutions

 **dynatrace Observability Platform**

Increase
Efficiency

Improve
Collaboration

Increase
Data-Driven
Decision

Increase Technology
Consolidation

All-in-one Observability Platform

Costly, do-it-yourself approach...



Automatic, all-in-one approach...

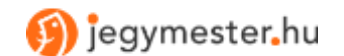


Simplicity

Speed

Efficiency

Used by many enterprises in Hungary





COMPLETENESS OF VISION →

↑ ABILITY TO EXECUTE

As of June 2023

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Gartner

Gartner's 2023 Magic Quadrant leader for the 13th time

Gartner's Critical Capabilities Scored highest in 5 out of 6 use cases

Top position in ISG Provider Lens Cloud-Native Observability Solutions Quadrant

G2 leader in all 6 categories of observability

Industry leader





KÖSZÖNÖM A FIGYELMET!

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Free Trial

