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# Software Intelligence Strategy with Dynatrace

Journey to the  
Autonomous Cloud /  
Self-driving IT

Veréb Elemér, Dynatrace regional manager  
mobile: +36 20 335 3637  
email: [elemer.vereb@provice.eu](mailto:elemer.vereb@provice.eu)



# The Dynatrace software intelligence platform

Transform faster with unparalleled observability, automation and intelligence in one platform.

Go beyond dashboards and get proactive answers

Automate and regain time

Monitor everything and auto-adapt to changes in real time

Interconnect your teams and ecosystems

See it from the perspective of your users and business

Infrastructure Monitoring

Applications & Microservices

Application Security

Digital Experience

Business Analytics

Cloud Automation

 **Software Intelligence Platform**

 OneAgent |  PurePath |  Smartscape |  Davis AI incl. AIOps |  Hyperscale

 Traces |  Metrics |  Logs | + |  Topology |  Behaviour |  Code |  Metadata |  Network | + |  API |  OpenTelemetry |  keptn | **500+** Supported technologies |  Kubernetes |  OpenShift |  AWS |  Azure |  GCP |  Tanzu |  Enterprise |  Hybrid cloud

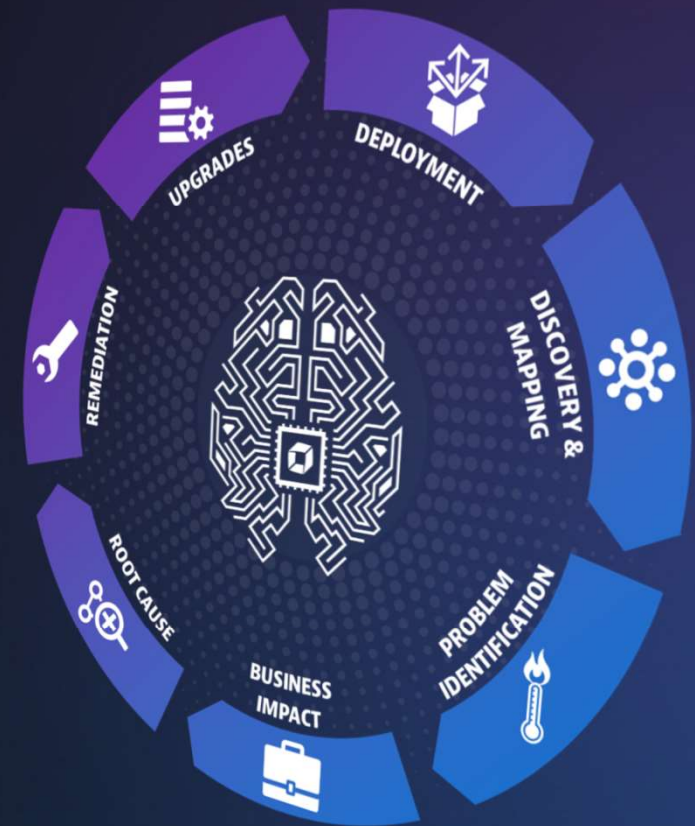
Automatic and intelligent observability

Broadest multicloud and technology support

## Software intelligence – fully automated

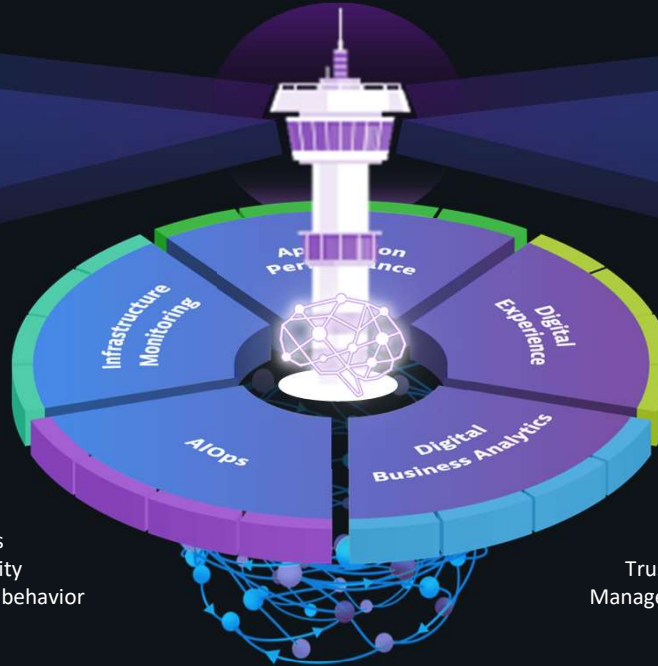
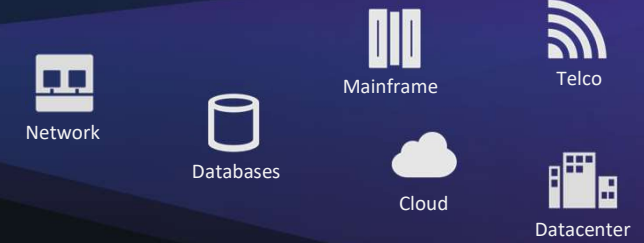
### Dynatrace does the work for you

- AI continuously analyzes to find problems with root cause and business impact explained
- **OneAgent** automatically instruments your applications, log files, containers and more
- **Real time** topology discovery & mapping across dynamic environments
- Software intelligence for 100,000+ hosts with Dynatrace **web-scale** architecture
- Deploy with simplicity of **SaaS** or flexibility of managed **on-premise**.



# Dynatrace and You – The Art of the Possible

## Advanced Observability & Control Tower



### Advanced Observability

- Quick-start deployment in all business-critical applications
- Fully automated cloud platform and infrastructure monitoring
- Understand all environment layers relations and interdependencies
- Track transactions across tiers with out of the box code-level visibility
- Gain a 360-degree view into user's digital channels experience and behavior

### Control Tower

- Automated multi-dimensional baselining for every service
- Automated problem identification with user impact assessment
- Automated problem fault domain isolation and root cause detection
- Trusted advisor for transformation projects expanding services footprint
- Manage and measure service levels by application, business unit or provider



# Dynatrace and You – The Art of the Possible



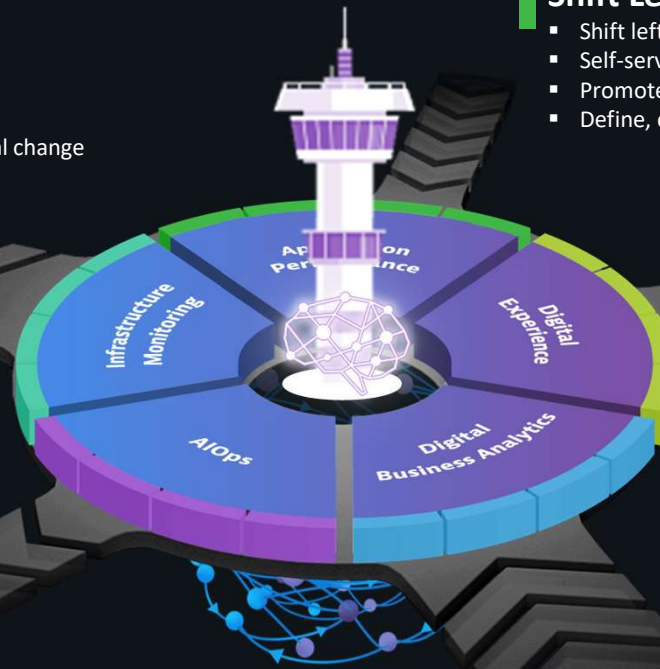
## Self-Service Monitoring

- Full-stack zero-touch monitoring in every new service
- Deliver automated role-based dashboards and notifications
- Democratize data across the organization to enable a cultural change
- Identify and replace overlapping tools and use cases



## ITSM Process Integration

- Create a single view across all IT services
- Establish an integrated, always up to date CMDB
- Optimize incident response and reduce MTTR
- Hands-free incident management and notifications



## Shift Left – Automated Delivery Pipeline

- Shift left and standardize quality across teams
- Self-service quality analysis, testing and comparison
- Promote qualified builds using AI-based quality gates
- Define, control and automate the application delivery flow



## Shift Right – Self-driving IT

- Shift right to reduce downtime and costs
- Automate remediation scripts and workflows
- Proactively mitigate poor customer experiences
- Less war rooms and alert storms



## Business Insights

- Provide real-time business health insights
- Integrate despair sources of business data
- Measure SLAs, compliance or regulatory directives
- Deliver actionable, proactive and strategic reporting

# Journey to the Autonomous Cloud / Self-driving IT

## 4 Automate Operations

### Realize self-healing applications

- Remediate problems faster and more effectively
- Reallocate Operations resources to more strategic activities
- Proactively mitigate poor customer experiences

## 3 Automate Delivery

### Deliver code to production with no manual intervention

- Changes are moved to production faster
- Increase deployment frequency
- Improve service reliability for end users

## 2 Automate Feedback

### Enable on-demand testing at every gate within your pipeline

- Reduce time and effort to test changes
- Identify code defects earlier in the lifecycle
- Enable automated software promotion at each gate

## 1 Automate Monitoring

### Integrate monitoring into the software delivery process

- Improve performance visibility across applications & environments
- Decrease performance analysis time and effort
- Eliminate manual effort to deploy monitoring

SELF  
HEALING

FULLY  
AUTOMATED DELIVERY  
PIPELINE

ON-DEMAND FEEDBACK

SELF-SERVICE MONITORING

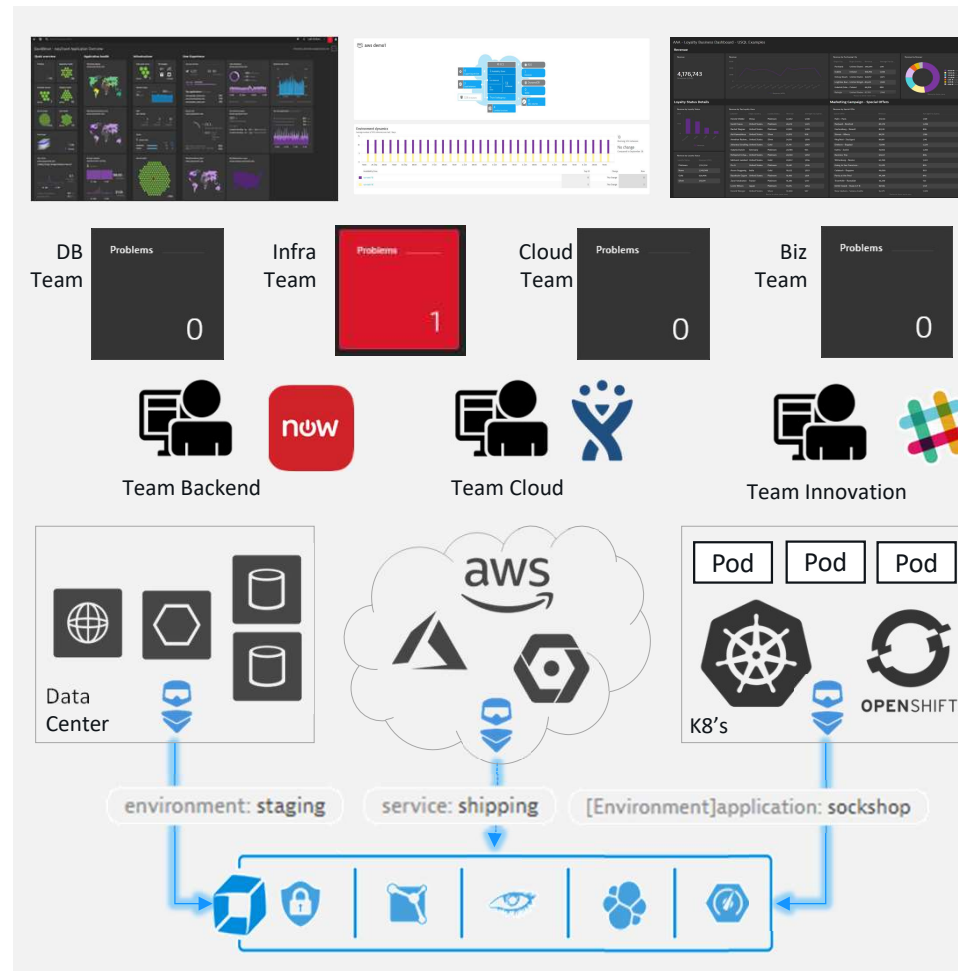


## Journey to the Autonomous Cloud

Automate Monitoring



## Automate Monitoring



**Auto-Notifications**  
**Auto-Dashboard Creation**  
**Auto-Report Delivery**

**Auto-Baselining**  
**Auto-Problem Detection**  
**Auto-Root Cause Analysis**

**Auto-Integration**  
**Auto-Collaboration**  
**Auto-Actions**

**Auto-Deploy**  
**Auto-Discovery**  
**Auto-Code Injection**  
**Auto-Topology Mapping**

**Auto-Tagging**  
**Auto-Configuration**  
**Auto-Management**

**Auto-Maintenance**  
**Auto-Adaptive**

# Journey to the Autonomous Cloud

Automate Feedback



## Automate Feedback

**Auto-Analysis**  
**Auto-Comparison**  
**Auto-Validation**

Push Context

SLI/SLO

Start/Stop NeoLoad Test FuncChec... today, 16:06		Start/Stop NeoLoad Test FuncChec... today, 17:06	
Entity	ItemsController	Entity	ItemsController
Time	today, 16:06 - 16:16 (10 min)	Time	today, 17:06 - 17:16 (10 min)
Source	NeoLoadWeb	Source	NeoLoadWeb
Type	NeoLoad TestFuncCheck_carts_185	Type	NeoLoad TestFuncCheck_carts_186
NeoLoad_Scenario	Cart_Load	NeoLoad_Scenario	Cart_Load
NeoLoad_TestName	FuncCheck_carts_185	NeoLoad_TestName	FuncCheck_carts_186
NeoLoad_URL	<a href="https://neoload.saas.neotys.com/#/result/2d74a94d-153b-409e-bd87-d6de52ff6703/overview">https://neoload.saas.neotys.com/#/result/2d74a94d-153b-409e-bd87-d6de52ff6703/overview</a>	NeoLoad_URL	<a href="https://neoload.saas.neotys.com/#/result/2d74a94d-153b-409e-bd87-d6de52ff6703/overview">https://neoload.saas.neotys.com/#/result/2d74a94d-153b-409e-bd87-d6de52ff6703/overview</a>
ScriptName	Carts_NeoLoad	ScriptName	Carts_NeoLoad

Test Run 185

Test Run 186

**Response time**  
**+843 ms**  
1.95 s

**Distribution**

- No interaction with services or queues
- Database usage
- Service execution

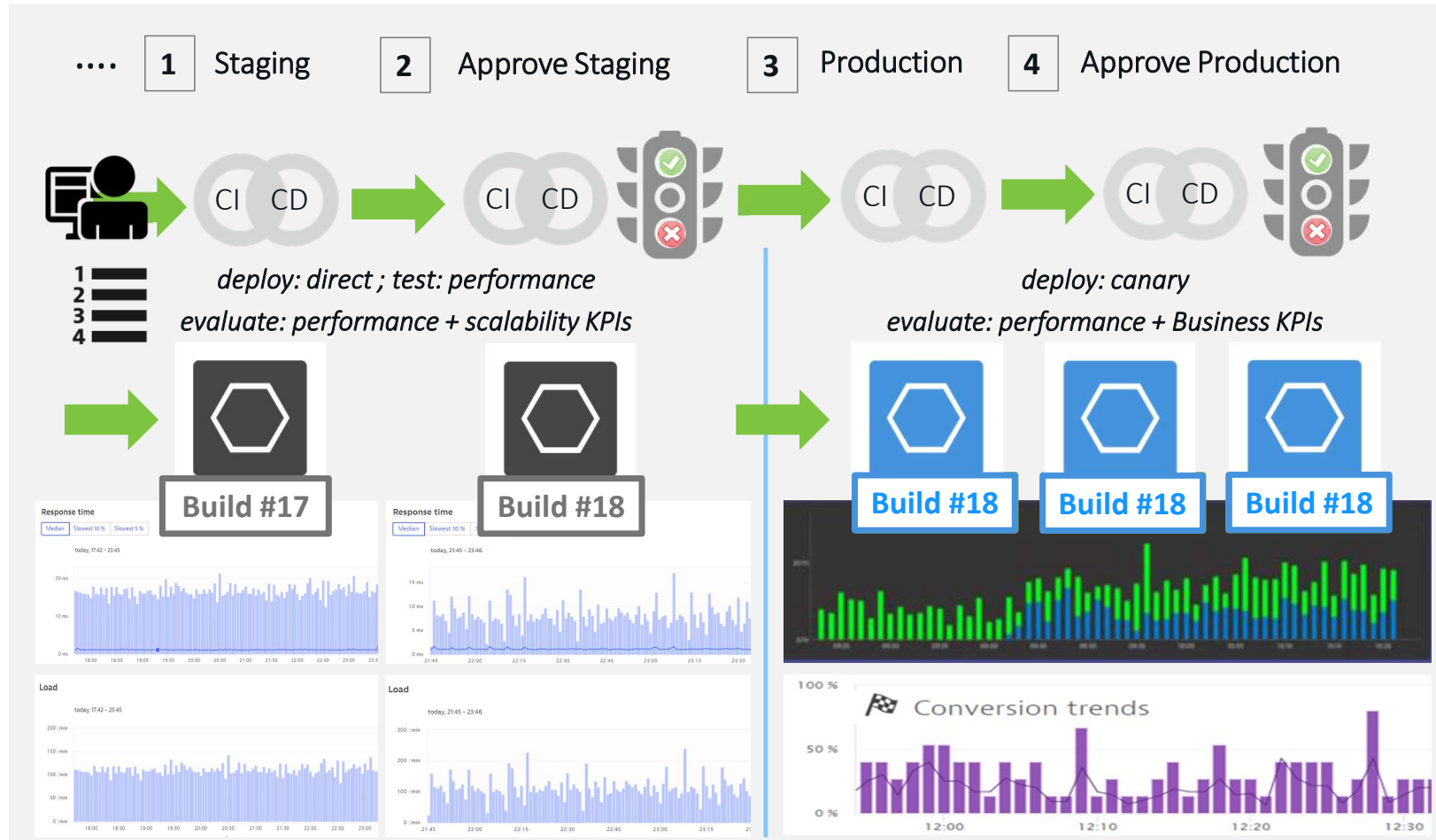
**Top findings**

- Active wait time **+1.02 s**
- Network IO time **+67.5 ms**



# Journey to the Autonomous Cloud

## Automate Delivery

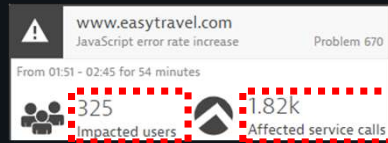


Automate Delivery



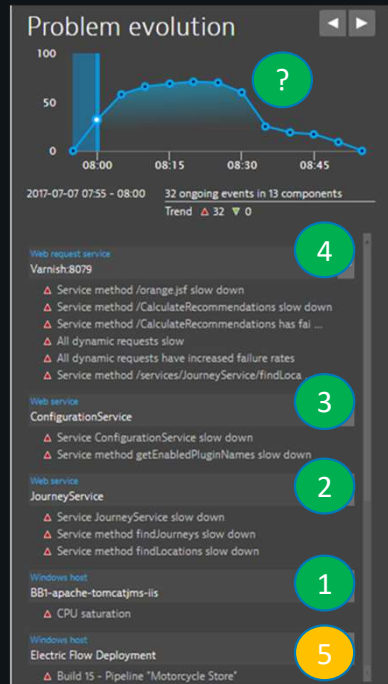
# Journey to the Autonomous Cloud

# Automate Operations



?Escalate at 2AM?

Auto Mitigate!



- 1 CPU Exhausted? Add a new service instance!
- 2 High Garbage Collection? Adjust/Revert Memory Settings!
- 3 Issue with BLUE only? Switch back to GREEN!
- 4 Hung threads? Restart Service!
- ? Impact Mitigated?
- 5 Still ongoing? Initiate Rollback!
- ? Still ongoing?

Update Dev Tickets

Mark Bad Commits

Escalate

Automate Operations



## Journey to the Autonomous Cloud

Autonomous Cloud



## Self-driving IT

- Deployments with Quality Gates
- Unbreakable Delivery Pipeline
- Auto-remediation/Self-healing
- Move towards NoOps
- Monitoring as a Service
- Performance as a Service
- Leverage Integrations
- Autonomous Cloud



# Software Intelligence for the Enterprise Cloud

Cloud monitoring reinvented. Easy, Automatic, AI-Powered.

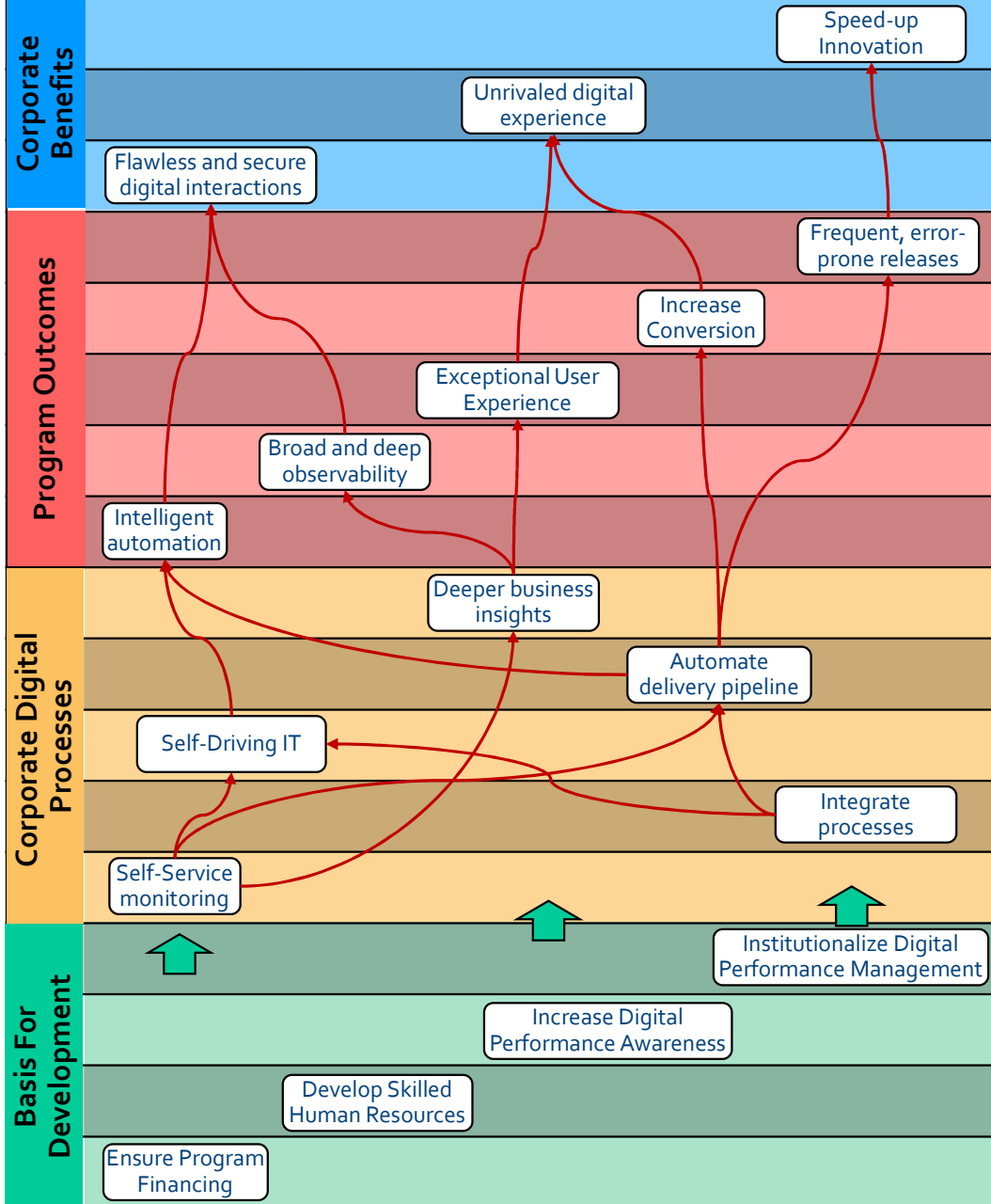
[www.dynatrace.provice.eu](http://www.dynatrace.provice.eu)

 **dynatrace**

# MASTERING SOFTWARE INTELLIGENCE

(a program example)

"A world where software works perfectly"



## Software Intelligence Roadmap

Implement AppSec modul	Integration with the CMDB	Democratize data across the units	Establish Performance Management Office	Launch "Performance Awareness" Program	Role-based Dashboards for all	Dynatrace University Program	Create quality gates	Integrate DT with BI solution



Dynatrace provides extensive volume discount on agreed investment plan