

# Dynatrace establishes leadership in hybrid cloud monitoring



From government to retail to tech, many of the world's largest enterprises rely on Dynatrace software intelligence solutions to help modernize and automate cloud operations. As a Certified Red Hat OpenShift Operator, Dynatrace has kept pace with dynamic changes to the industry and created a competitive point of difference in a crowded field. For customers, this means simpler management, less downtime, and a more accurate picture of their containerized applications.

## Partner resources

Red Hat® Independent Software Vendor (ISV) Program

Red Hat Technology Partner Program

## Software

Red Hat® Enterprise Linux®

Red Hat OpenShift®

Red Hat Ansible® Automation Platform



## IT Services

**2,800** employees

## Benefits

- Improved monitoring reduced mean time to repair from 75% to 90% and cut problems reaching production by 80%
- Kept pace with dynamic changes to the industry and created a competitive point of difference
- Helped win new business across diverse industry sectors

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**Marci Acquaviva**

Senior Manager, Tech Alliances, Dynatrace



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*“The world is changing and changing quickly. Remote working and e-commerce is everything. Clients’ applications are getting hit harder every day. Being certified on Ansible is a huge part of our business.”*

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## Mapping a client’s infrastructure performance

Dynatrace provides software intelligence to map the performance of clients’ IT environments. As industries create new digital workflows, Dynatrace solutions simplify cloud complexity and accelerate transformation.

Many of the world’s largest enterprises now rely on Dynatrace solutions. These solutions help modernize and automate cloud operations, release better software faster, and deliver unrivaled digital experiences.

“We can create a full dependency mapping of what’s going on within a client’s environment, whether that’s the application or the infrastructure,” said Marci Acquaviva, Senior Manager, Tech Alliances, Dynatrace. “As clients move to the cloud, we can provide a complete picture.”

## Leading the hybrid cloud monitoring space

Dynatrace became a Red Hat Certified Partner in 2016. Today it is a certified partner for Red Hat Enterprise Linux, Red Hat OpenShift, and Red Hat Ansible Automation Platform. “From a technology perspective, we knew OpenShift was where we wanted to focus,” said Acquaviva. “We knew Kubernetes was going to be the future, and that if we wanted to be a leader in the hybrid cloud monitoring space we had to be certified.”

As a Certified OpenShift Operator, Dynatrace AI-powered insights and actions monitor and orchestrate applications, clusters, and underlying cloud infrastructure in Red Hat OpenShift. This lets Dynatrace help automate their clients’ entire hybrid multicloud ecosystem.

“We see the future of helping our customers focus on innovation versus running the underlying platform with the concept of self-driving/autonomous IT,” Acquaviva said.

## Accelerating application workloads

### Improved outcomes for customers

The engagement significantly improves operations for Dynatrace clients. As clients race to develop new applications and digital services, the less time spent operating, the more time can be spent developing new applications.

Dynatrace provides continuous real-time topology of customers’ Red Hat OpenShift containerized applications. With full stack monitoring of Red Hat OpenShift and AI-based root cause analysis, users cite 75% to 90% lower mean time to repair, and an 80% reduction in problems reaching production.

“Dynatrace helps us proactively catch situations before they get out of control,” said one government customer. “Rather than chasing fixing issues, it means we’re better able to help the people we’re here to serve.”

Dynatrace provides visibility to move monolith applications onto Red Hat OpenShift and into production faster without a large server overhead, which means applications get to the cloud faster.

### Maintained leadership position in dynamic sector

The partnership with Red Hat is one of the building blocks of Dynatrace’s long term strategy. “We targeted Red Hat and AWS five years ago, as we saw both as pivotal to future IT trends. We pursued this partnership with Red Hat. We see it as key to the whole cloud orchestration piece,” said Acquaviva.

## About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

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It is a partnership Dynatrace expects to become increasingly important. Application development is business critical, sales channels are switching to digital, and every industry is in some form of transformation. Dynatrace is ideally positioned to help customers make this transition.

"The world is changing and changing quickly. Remote working and e-commerce is everything. Clients' applications are getting hit harder every day," said Acquaviva.

## Helped win new business across diverse industries

Dynatrace is the only full-stack monitoring platform that is container-aware and comes with built-in monitoring support for Kubernetes and Red Hat OpenShift via the OneAgent Operator. It has helped Dynatrace win customers as diverse as fashion retailers, auto-tech leaders, and government agencies.

"Dynatrace's unique approach to AI-powered monitoring in the cloud gives us true visibility into our OpenShift environment, so we can fully understand the user experience," said a chief digital officer of one Dynatrace customer. "None of our competitors has this. It makes for a quick win," said Acquaviva.

Dynatrace has a dedicated marketing resource working full-time to pitch the value of the partnership to clients. "This partnership requires a significant investment. We spend a good deal of time and effort marketing our capabilities. We have 30 people working directly on Kubernetes and OpenShift. It is vital the market understands the value OpenShift can bring," said Acquaviva.

## Beyond orchestration and into automation

The future, according to Acquaviva, is beyond orchestration and into automation. The promise of automation is efficiency, certainty, and reliability. This will be critical as industries continue to rely on their digital channels.

"Automation might not have seemed such a big deal last year. Today it is huge. We're expecting huge business around the holiday season, and this year it won't be so easy to have support sat alongside clients. Being certified on Ansible is a huge part of our business," said Acquaviva.

## About Dynatrace

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation. It was founded in 2005 in Austria, but is today based in the United States. Dynatrace has more than 50 offices worldwide. [www.dynatrace.com](http://www.dynatrace.com)