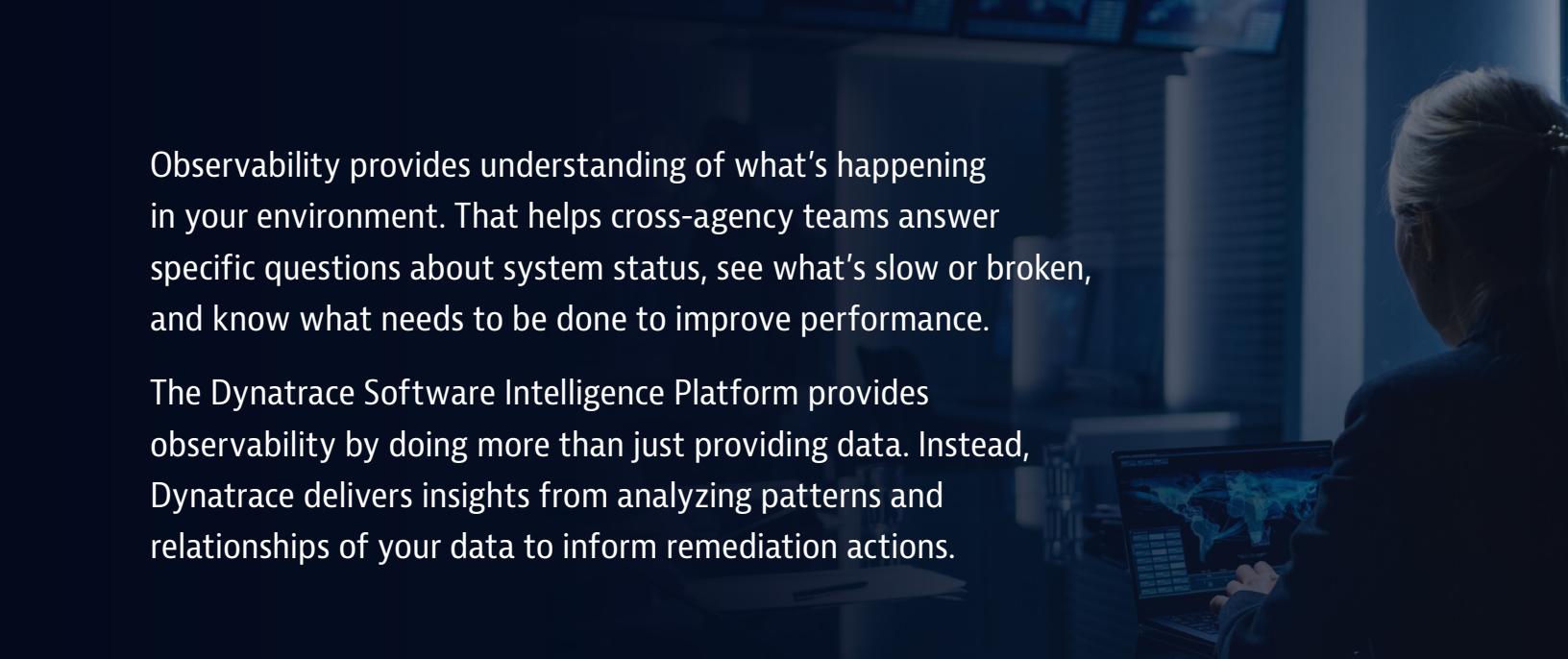


# Optimizing public sector IT operations with observability

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Observability provides understanding of what's happening in your environment. That helps cross-agency teams answer specific questions about system status, see what's slow or broken, and know what needs to be done to improve performance.

The Dynatrace Software Intelligence Platform provides observability by doing more than just providing data. Instead, Dynatrace delivers insights from analyzing patterns and relationships of your data to inform remediation actions.

### **Customer Scenario: Gain context and insight before problems escalate**

The performance of a critical web-based application providing sign-up services for citizens had been gradually deteriorating over a month, resulting in longer waits for customers and a growing number of abandoned sessions.

No user complaints had been made about this so far. But the agency was able to spot this trend using Dynatrace, which provided root cause analysis and traced the problem to a growing volume of traffic between two servers supplying data to the application. Administrators were able to reposition key information and improve load-balancing before service deterioration had become serious.

Proactively addressing a minor problem, without having to search for the cause after receiving customer complaints, avoided a more serious problem and greatly reduced analyst hours needed to improve the customer experience.

### **Extending to observability**

Traditional IT monitoring tools provide agency IT leaders and administrators with a certain level of visibility into their IT environment. And while having visibility into metrics, logs, and traces is important, it's not enough for managing today's dynamic, multicloud infrastructures.

To really know what's going on in your environment, agencies need observability that extends beyond analysis and provides context of the network topology. This includes a view of traffic and interactions to the end-user.

Observability, enabled by continuous automation, provides a deeper level of insight by not only displaying data points, but by uncovering patterns and relationships that reflect ongoing operational health. Utilizing an automatic and intelligent observability platform like Dynatrace will enable teams to gain a higher order of insight, freeing them to focus on agency mission and service delivery.

The all-in-one Dynatrace® Software Intelligence Platform delivers out-of-the-box observability for dynamic, multicloud environments. This extends beyond the analysis of metrics, logs, and traces to also integrate user experience data, and data from the latest open source standards (e.g. OpenTelemetry), all in context, at massive scale, and with very low overheads. Dynatrace normalizes data from multiple sources across your infrastructure and analyzes it using AI to identify relationships. Root-cause analysis can then locate and automatically remediate problems.

## Understanding the end-to-end environment

Traditional visibility typically does not extend to an agency's end-users — the customers who are relying on your services.

End-user connections quickly come and go, often made through unmanaged devices. Without observability, agencies must depend on customer feedback to react to problems. Such feedback is too often in the form of complaints, and is a recipe for failure.

Tracking down problems after the fact is labor intensive. Minor or transitory problems are often not reported, but they can accumulate over time to degrade performance and frustrate users. Real-time end-to-end observability enables you to automatically detect and proactively respond to problems without waiting for customer complaints.

## Richer and faster results

Traditional monitoring can support manual management of single applications in a simple network. But in a decentralized IT environment distributed across multiple data centers and public and private clouds, with thousands of microservices and containers that come online and disappear on demand, manual management often fails.

### With automatic and intelligent observability, agencies will:



**Deliver precise answers** — no blind spots, no partial view, no stitching together tools



**Innovate faster** — instead of spending time looking for and solving problems, teams can focus on the jobs that matter



**Provide more value with less effort** — utilizing context internally and externally, organizations will find more data with less work

## To take advantage of the Dynatrace Software Intelligence Platform:



Call us at +1 888 833-3652 | tel:+18888333652



Email us at [USFederal@dynatrace.com](mailto:USFederal@dynatrace.com)



[Chat](#) with us

## About Dynatrace

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation. With automatic and intelligent observability at scale, our all-in-one platform delivers precise answers about the performance and security of applications, the underlying infrastructure, and the experience of all users to enable organizations to innovate faster, collaborate more efficiently, and deliver more value with dramatically less effort. That's why many of the world's largest enterprises trust Dynatrace® to modernize and automate cloud operations, release better software faster, and deliver unrivalled digital experiences.

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