

Master Performance Architect Services

EXPERT SERVICES

Silver, Gold and Platinum Master Performance Architect Services combine pre-planned Health Checks with regular access to a senior Dynatrace architect for proactive, consistent and dedicated leadership to drive strategic digital performance initiatives.

As your digital performance management (DPM) initiatives mature, you need to be able to check up on your program to make sure it's optimized to deliver the value you expect. You would also benefit from the leadership of an experienced DPM architect who can see the big picture clearly from the IT to the business it supports. Are your practices aligned with best practices? Are you measuring the right key performance indicators? How do you find the right expert to help?

Master Performance Architect Services give you the expertise you need through dedicated access to a single, senior Dynatrace Expert Services (DXS) specialist. You engage this expert on multiple levels combined with scheduled Health Checks to keep you on track and exceeding expectations.

Similar to and in full support of our Enterprise Managed Services powered by our Guardian program, there are three levels of service from Master Performance Architects: Silver, Gold and Platinum.

Each Master Performance Architect service level includes a number of on-demand hours to be used monthly, as well as built-in Health Checks to ensure that everything is in top running condition. Use the on-demand hours however you need them. It's simply the fastest and most economical way for your organization to get quick access to leading industry expertise.

Package	On-Demand Hours	Health Checks
Silver	100 Total / 25 Per quarter	2 Total / Semiannually
Gold	200 Total / 50 Per quarter	4 Total / Quarterly
Platinum	300 Total / 75 Per quarter	4 Total / Quarterly

Quick Value

- Consistent, economical access to a world-class DPM expert when you need it
- Leadership from an experienced architect with a deep understanding of DPM and *your* business
- Health Checks included to make sure your environment is tuned to address your needs

Support for:

- Large or small APM teams in need of expert direction
- Consistent growth and development of digital initiatives
- Measurable business outcomes from digital performance management

Dynatrace Digital Performance Platform – it's digital business... transformed.

When you've reach a certain level with DPM, you move beyond daily monitoring and problem-solving. You focus on long-term road maps, strategy and measurable support for business initiatives. At this point, it's time to consider Master Performance Architect services. Talk to your Dynatrace representative for more details.

Learn more at dynatrace.com

Dynatrace is the innovator behind the industry's premier Digital Performance Platform, making real-time information about digital performance visible and actionable for everyone across the business and IT. We help customers of all sizes see their applications and digital channels through the lens of their end users. Over 8,000 organizations use these insights to master complexity, gain operational agility and grow revenue by delivering amazing customer experiences.

