

Fujitsu delivers exceptional user experiences with Dynatrace

Software Intelligence Platform underpins digital experience management service and capabilities



Industry

IT

Challenge

Fujitsu needed to ensure the solutions it provides to customers and employees deliver exceptional user experiences and the best business outcomes

Solution

Dynatrace

Results

- AI-powered insights helped to resolve user experience degradations quickly
- Platform automation and scalability enables easier customer onboarding
- Software intelligence capabilities support a range of digital experience management services
- Full-stack observability lights up multicloud environments to accelerate transformation
- Outside-in view of customer experience reveals the true value of digital innovation

Fujitsu operates a range of services and solutions to support its customers' journey to enterprise-wide digitalization. For example, Fujitsu's FAST portal enables employees and customers to self-serve support requests, and allows developers to move code into production to deliver innovation to its customers.

Fujitsu also relies on other key back-end applications such as its automated billing systems to provide its services. It's essential that all these applications operate seamlessly to ensure great customer experiences. In addition, Fujitsu offers solutions to help its customers improve the performance of their own digital services, such as its Digital Performance Management service.

Fujitsu adopted Dynatrace both for ensuring its own applications and services deliver an excellent user experience, as well as to provide the capabilities that underpin the performance management solutions it offers to its customers.

With AI-powered answers from Dynatrace, Fujitsu can pinpoint the cause of any problems impacting customers and employees instantly, so its teams can quickly respond and optimize the user experience.

For example, the rapid shift to remote working in 2020 created a surge in VPN access requests from employees and customers logging into Fujitsu's FAST portal. This resulted in user experience degradations, which Fujitsu was able to quickly understand and resolve with Dynatrace.

“ User experience is a crucial success factor in any digital transformation journey, so it’s vital that the solutions we use to deliver services to our customers perform seamlessly. When the pandemic hit, the number of access requests coming through our VPN connections grew by thousands, which created some major bottlenecks. Usually it would take an IT team days to figure out a solution to this kind of issue, but with Dynatrace we had answers immediately.”

— Tero Lehtinen,
Head of Cloud Transformation Finland, Fujitsu

“ The precise answers that Dynatrace gives us means that we’re not investigating in the wrong places and can resolve problems in moments. It also eliminates manual, routine monitoring tasks, which ultimately means our teams can focus on more valuable work such as driving innovation and creating new value for our business and its customers.”

— Tero Lehtinen,
Head of Cloud Transformation Finland, Fujitsu

Dynatrace also helps Fujitsu to accelerate the delivery of new digital innovation to customers and employees through the FAST portal. Dynatrace instantly identifies the root cause of any issues in new code or its dependencies with third-party services, so Fujitsu’s developers can resolve problems before user experiences are impacted.

The full stack infrastructure observability from Dynatrace gives Fujitsu the ability to see inside the multicloud environments it builds to power customers’ digital transformation journeys. This helps create better user experiences and drive more successful business outcomes for its customers.

As an added benefit, the continuous discovery and automatic instrumentation capabilities of Dynatrace’s OneAgent make it easier for Fujitsu’s teams to scale as it takes on new customers. The automation in Dynatrace means Fujitsu can instantly scale observability into new environments, without additional resources.

As well as also being used to power Fujitsu’s Digital Performance Management service, Dynatrace is a key component in some of the infrastructure solutions the company offers to its own customers, such as its Container-as-a-Service platform. As a result, Fujitsu can ensure these services provide exceptional user experiences.

Dynatrace’s Digital Business Analytics capabilities provide an additional advantage, enabling Fujitsu to offer customers an outside-in view of how the services it creates for them are impacting their business. As well as enabling customers to get a more detailed understanding of the value their digital transformation journey is creating, these insights pave the way for process automation use-cases, such as predictive maintenance.

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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