



Porsche Informatik accelerates innovation with Dynatrace & Red Hat OpenShift

Customer story

PORSCHE INFORMATIK

Industry

Automotive

About

- Provider of digital capabilities for the automotive industry
- Operating 160 solutions for millions of users in 30 countries
- Wholly owned subsidiary of Porsche Holding Salzburg who is Europe's largest automotive trading company, EUR 22bn revenue

Story snapshot

- **Advanced observability** into cloud native applications on OpenShift
- **AI-assistance** to automatically process billions of dependencies to serve up precise answers
- **Cross team collaboration** enhances the DevOps tool chain with faster feedback loops and instant feedback
- Precise **root-cause analysis** to dramatically reduce MTTR

The race to transform

The automotive sector is under significant pressure to transform, driven by the advent of industry megatrends such as connected cars, autonomous driving and electric vehicles. Coupled with the wider trend towards digitalization and rising user expectations, Porsche Informatik needed to find a new way to develop and support its digital business capabilities. The company wanted to innovate faster, significantly reduce time to market, and enhance the customer experience.

Porsche Informatik migrated from a monolithic environment towards a modular landscape based on a hybrid cloud architecture, with Red Hat OpenShift at the centre. However, this shift to the cloud created a highly dynamic, containerized technology stack.

The journey to becoming a customer-centric company

Porsche Informatik knew their transformation would have them evolve from a provider of distributor-focused solutions into a provider of customer-focused solutions. This is where Red Hat OpenShift Container Platform comes into play; orchestrating the end-customer applications and supporting the development process with excellent continuous integration/continuous deployment (CI/CD) pipeline integration. New solutions can therefore be provided much more frequently compared to legacy applications.

With OpenShift now the main developer platform for new applications and services, new applications that once took over a week are now up and running after just a few hours, reducing time to market for new software by 90%.

“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.”

—Manfred Immitzer

Managing Director and Chief Digital Officer, Porsche Infomatik

Advanced observability to accelerate innovation

With Red Hat OpenShift Container Platform selected, Porsche Infomatik still needed to address the complexity and scale of their company’s operations. After evaluating the market, Porsche Infomatik selected Dynatrace for its ease of implementation through a fully automated single agent and advanced observability into every layer of the IT environment, as well as a real-time perspective on the user sessions, while offering native support for all major cloud platforms and services. This would empower the enterprise with a new confidence for accelerating the pace of its automotive software innovation.

Dynatrace helps Porsche Infomatik innovate faster in the OpenShift DevOps process with AI-assisted real-time insights and user session analysis. Porsche Infomatik can optimize management of its IT environment, improve application performance, and deliver exceptional user experiences for the online platforms its car dealers and importers use. This level of visibility gives its DevOps teams instant feedback, which in turn informs them where things went wrong, expedites cycle times, and accelerates time to market while creating more robust digital experiences.

“Dynatrace sounded too good to be true, but it delivered everything it promised and more. We have full control of user-experience and can innovate faster with total confidence — Dynatrace has truly set us on the path to digital success,” said Manfred Immitzer, Managing Director and Chief Digital Officer, Porsche Infomatik.

Less time troubleshooting, more time innovating with Red Hat & Dynatrace

- **Accelerating innovation** — As new software and services were developed in OpenShift, the AI-based insights from Dynatrace enabled Porsche Infomatik to optimize code in real-time and push innovations through to deployment faster.
- **Enhancing DevOps processes** — Dynatrace enabled Porsche Infomatik to optimize performance management and improve user-experience in its online platforms for car dealers and importers, by analysing user sessions in real-time and providing DevOps teams with instant feedback.
- **Reducing problem MTTR** — Even when problems that impact user-experience do arise, the AI-based insights from Dynatrace mean they can be resolved in 20 percent of the time it would have taken previously.



About Dynatrace

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation. With advanced observability, AI and complete automation, our all-in-one platform delivers precise answers about the performance 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 unrivaled digital experiences.