

Full Insight into Service Providers' Transactions and Applications with Dynatrace Helps Bluegarden Win New Customers

Customer Story



BLUEGARDEN

Industry

Business Services

Challenge

The Bluegarden Group has outsourced its entire IT administration to several service providers. It is a well-known ongoing challenge to ensure that Bluegarden's service providers deliver according to the agreed SLA's and at the quality level expected from their end-users and customers.

Solution

Dynatrace Network Application Monitoring (formerly DC RUM)

Results

- Ability to ensure service providers are offering the same high quality of services to all of Bluegarden's customers
- Reduced the need to upgrade or add costly hardware, saving both time and money
- Quick and effective troubleshooting
- Performance and availability overview across borders and business units
- Optimized IT architecture and reduced complexity
- A more agile approach to error handling and a minimization of the reactive intervention

Business Challenge

With more than 600 skilled employees in Norway, Sweden and Denmark, providing advanced and comprehensive solutions for managing payment and Human Resources (HR), The Bluegarden Group is one of Scandinavia's largest suppliers of Payment and HR solutions. Every month, more than 1.5 million Scandinavians are paid via Bluegarden's business administration systems.

In 2005, Bluegarden decided to outsource its IT administration so the company could focus on its core activity, while making sure IT implementation was being managed by the best providers.

While this helped Bluegarden to reduce its IT overhead, managing many different service providers resulted in the organization no longer having complete insight into the service levels its providers were delivering to clients or had been agreed upon in SLAs with providers. In order to gain insight in its service providers and to make sure that they all delivered the same high standard, Bluegarden turned to Dynatrace.

"We are good at delivering new functions for our clients, but needed to gain better insight in order to make sure that our clients stay ahead of their game and that they understand their users," says Ole Petersen, Operation Analyst at Bluegarden.

Solution

Dynatrace provides Bluegarden with valuable real-time monitoring of all service providers. The organization has an overview and status of both application and network performance, with quick drill down views into performance, availability, operation time and usage for individual applications and users so issues can be discovered and fixed before they degrade the end-user experience. Bluegarden receives deep insight into the performance of its service providers so problems can easily be addressed.

Results

With Dynatrace, Bluegarden now has full insight in its service providers' transactions and applications. This means that Bluegarden can ensure of that all its service providers are offering Bluegarden's clients the same high quality of service and solutions.

Bluegarden's decision to outsource its IT administration to service providers meant that the company could focus 100 percent on what it does best, which is business administration. By outsourcing parts of the business you will not have full control and the result is that you don't have 24/7 visibility of the performance and quality your service providers are delivering to the customers.

While service providers can spend a lot of time fixing problems that occur, Bluegarden and its clients could not wait for issues to be resolved. When it comes to transactions,

time equals money. It is absolutely essential to the company that it is notified of a problem and what needs to be changed to fix it immediately.

Dynatrace has made Bluegarden more proactive in finding and addressing problems before the service provider, saving both time and money, whilst allowing the company to postpone the need to upgrade its infrastructure.

"We were looking for the best application performance management solution that would meet both our and our clients' needs. We chose Dynatrace because it was the best solution for us, but also because Dynatrace is a leader in APM and offers the most integrated APM solution. The Dynatrace team helped us gain a lot of insight and knowledge about our service providers and what they are offering," says Ole Petersen.



Dynatrace's solution has brought us new customers and has also provided our organization with the ability to extend contracts with existing clients."

— Ole Petersen, Operation Analyst at Bluegarden

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

Successfully improve your user experiences, launch new initiatives with confidence, reduce operational complexity and go to market faster than your competition. With the world's most complete, powerful and flexible digital performance platform for today's digital enterprises, Dynatrace has you covered.

[Learn more at dynatrace.com](https://www.dynatrace.com)

Dynatrace has redefined how you monitor today's digital ecosystems. AI-powered, full stack and completely automated, it's the only solution that provides answers, not just data, based on deep insight into every user, every transaction, across every application. The world's leading brands, including, 72 of the Fortune 100, trust Dynatrace to optimize customer experiences, innovate faster and modernize IT operations with absolute confidence.

04.17.18 325_CS_Bluegarden_A4_nt