



Citrix drives an enterprise DevOps cloud culture with Dynatrace

Greater confidence in quality delivers better value
to the business and customer

Customer story



Industry

Information technology

Challenge

Need to accelerate quality and speed for better collaboration and automation across the pipeline

Solution

Dynatrace

Results

- Code-level insights support the shift to DevOps
- 30% increase in project deliverables
- New innovation deployed 75% faster
- 75% reduction in MTTR and 4x productivity increase
- Internal ServiceNow SLAs improved by 37%

Driving an Agile Culture Through Operations

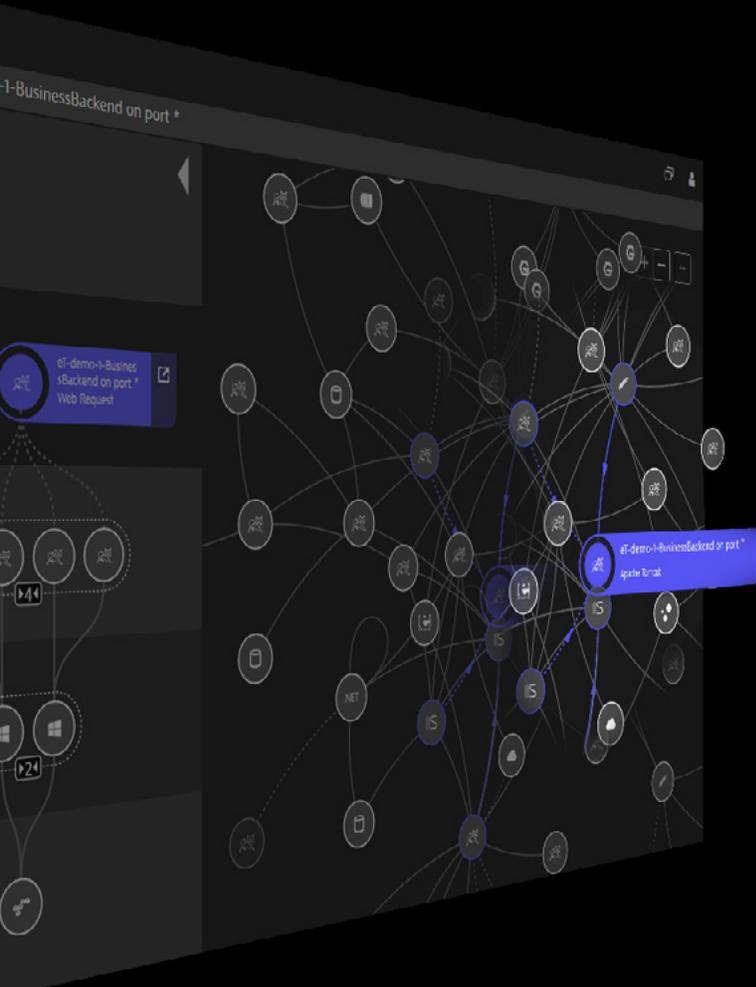
Citrix needed to accelerate the speed of their response to performance problems. The ops team decided to raise the bar on their Agile practices and bring in automation to help address the problem. They moved ops under pre-prod to try and enabled better code quality before updates moved into production. The team was still working a bit silo'd however. "Leaving development in its own silo prevented ops from getting involved in checking code quality until later in the pipeline in pre-production," explains Nestor Zapata, Senior IT Manager, DevOps CoE at Citrix. "Since we only deployed on a specific day of the week, there was always a rush to get code completed on time, but this led to errors. The downside was that new features and updates did not go out as planned, which hurt the business."

Supporting DevOps with Code-Level Insights

Citrix decided to unite around a DevOps philosophy which would expand their adoption of Agile into the development environment, remove silo's, and increase collaboration. It wasn't a quick fix, as Zapata continues "Like most organizations, development and operations were working in silos. Ops would pass code back to dev if there was a problem — but we didn't have the tools to give us better insight. If we wanted to improve our agility, we needed better data and insights to fuel the collaborative DevOps approach." Following an assessment of the market, Citrix identified Dynatrace as the only solution that they could see that would fully address this need. Dynatrace's unique ability to offer full stack, end-to-end visibility — from the user's first click, all the way to the database, made it an easy decision.

Why Dynatrace?

"The data from Dynatrace has been key to supporting a cultural change in our DevOps strategy," adds Zapata. "Everyone is invested in the idea of close collaboration and they see the value of the data we're getting and the benefits of having performance insights early on. We're also able to prevent minor problems from becoming major ones by using Dynatrace to regularly review the code for critical transactions so that we can be proactive on emerging issues."



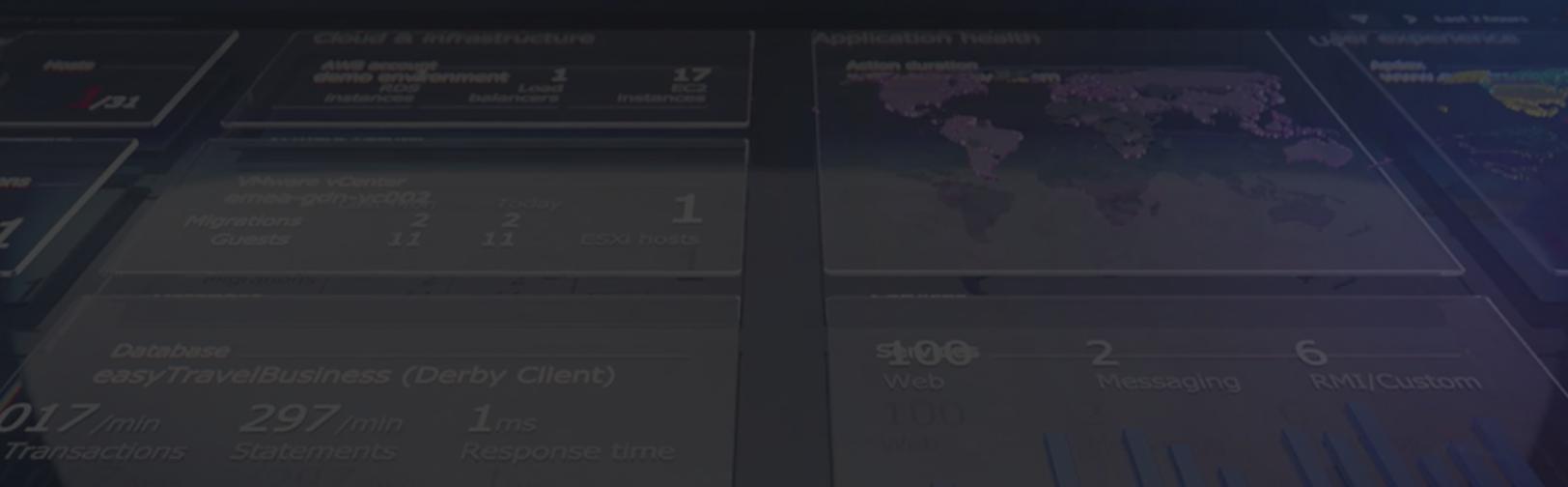
The visibility provided by Dynatrace gives Citrix the confidence to release code faster, and in smaller batches, embracing a true DevOps culture. They now have a 30% increase in project deliverables and a 75% reduction in deployment time, enabling their customers to benefit from faster innovation. "We now have far greater confidence in the quality of the code we're releasing and we are delivering on the promise of value to the business and the customer," elaborates Zapata. "If we encounter problems, with Dynatrace, we quickly identify the root cause, including contextual information, and resolve it. We no longer fear failing, because Dynatrace is minimizing our risk."

Eliminating War Rooms

Dynatrace is also invaluable for critical situations, like major outages, and has freed up resources to a 3x increase in productivity by removing the 30% time back-up set aside for firefighting. Dynatrace's AI has enabled a 75% reduction in mean-time-to-recovery (MTTR) through increased automation of problem resolution. "Critical incidents used to be an "all hands on deck" scenario," explains Zapata. "Now, Dynatrace, with its AI capabilities give us the answers we need to direct problems to relevant teams with information that helps them fix the issue. Conversations are easier and it helps us remove finger pointing and dreaded 2:00 a.m. war room calls. We call it "The Dynatruth" because nobody argues with the data." "We no longer need a team of four lost in a war room for hours trying to problem solve. Just one person can pull up Dynatrace and deal with a critical incident in as little as 15 minutes. This is a four-fold increase in team productivity! As a result, folks are much happier and have more confidence in their ability to solve problems."

Improving ITSM with Seamless Integrations

Citrix hosts several of its key web applications in Amazon Web Services (AWS), and its development team uses ServiceNow for IT Service Management (ITSM). It also saw great benefits in Dynatrace's integrations with both AWS and ServiceNow, enabling it to auto-instrument and monitor AWS environments, and feed performance insights directly into ServiceNow to trigger action. "The integration of Dynatrace with ServiceNow is crucial, as it means that the actions to resolve problems in our critical web applications can be triggered automatically," explains Zapata. "Rather than waiting for someone to raise a ticket for a fix, it can go directly into the system and be assigned to an engineer to work on as soon as Dynatrace detects a problem. It also gives the insight needed to triage the severity of a problem and help engineers quickly identify the solution. We've seen a 37% improvement in our internal SLA for the speed at which tickets raised in ServiceNow are closed."





How Citrix Uses Dynatrace for Cloud Systems Insights

[Watch video](#)

Extending the Impact of Performance Insights to the Business

In addition, Zapata says "Application transactions turn into dollars, so we're seeing increasing interest from senior managers and even board-level executives in dashboards from Dynatrace that show how IT performance is impacting."

About Citrix

- Provider of a secure digital workspace that unifies apps, data and services
- Solutions used by 400,000+ organizations
- Customers include 99% of Fortune 100 and 98% of Fortune 500
- 2016 annual revenues of \$3.42 billion

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Dynatrace provides software intelligence to simplify enterprise cloud complexity and accelerate digital transformation. With AI and complete automation, our all-in-one platform provides answers, not just data, about the performance of applications, the underlying infrastructure and the experience of all users. That's why many of the world's largest enterprises, including 72 of the Fortune 100, trust Dynatrace to modernize and automate enterprise cloud operations, release better software faster, and deliver unrivalled digital experiences.

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