



# **How Red Hat OpenShift Container Platform and Dynatrace ensure service delivery in the wake of a natural disaster**

# Customer story

## Industry

State/Local Government

## Use cases

Containers and microservices

## Facts about Customer

- 39 County departments and supporting agencies who provide services to more than 11 million users
- 3500+ Virtual machines
- 500+ Websites

## The dynamic nature of OpenShift containers and microservices render traditional monitoring tools obsolete

With more than eleven million users, the largest county in the US maintains websites as an important communication link to the community. The public relies on the websites for emergency notifications and news, departmental information and social services, transportation updates, recreation, and other commercial and residential services. The county needed to improve their platform hosting capabilities to meet the growing demands of its mission as the go-to place for information. They selected Red Hat OpenShift Container Platform for the capability to scale enabling faster provisioning and deployment of community services.

As they looked to expand their investment in Red Hat OpenShift, they recognized that visibility into health and performance of their applications

and infrastructure would be necessary. The Kubernetes platform they selected required modern monitoring functionality to match this modern platform with full stack observability into containerized microservices. Dynatrace stood out in the market as the only vendor with native support for Red Hat OpenShift, an enterprise-grade application platform, and the unique capabilities of being automated, full stack, and driven by Dynatrace's Davis AI-engine.

With Dynatrace & Red Hat OpenShift, this county was able to support their mission to provide a resilient, scalable, and observable platform for their citizens well into the future.

## Natural disaster puts technology to the test

Normally, you don't think of access to a website being a life or death situation but on November 8th, 2018 the Woolsey Fire was a destructive wildfire that burned in California, prompting the evacuation of more than 295,000 people.

On the day of the fire, Dynatrace's Davis AI automatically identified high traffic on the county website. This proved critical as Dynatrace identified this as a significant increase of >25% load than normal on their current allotted architecture and notified the service teams connected with this website. The county, now on alert, received another notification three hours later from Dynatrace identifying an increase to 450% above the normal expected load. The county was immediately concerned they would hit their max traffic capacity and sprang into action, relying on Dynatrace's deep observability for answers.

With Dynatrace's full stack capabilities, they were able to pinpoint the root cause in seconds and showed the spike in traffic was a result of residents seeking information on the Woolsey Fire. Knowing the wildfire was major news, the county realized this would be a sustained spike for the foreseeable future.

The county turned to their Red Hat OpenShift team to quickly scale up the resources available to the website, doubling the capacity of their cluster and containers to maintain the reliability of this critical link to the community. Because of this proactive approach, when the county's Sheriff made the announcement at a press conference to visit the official website, they were prepared for the increase in traffic.

## The solution: Dynatrace Software Intelligence for Red Hat OpenShift

While other monitoring options require manual instrumentation, static thresholds and alerts, or individual agents built with your applications, the Dynatrace OneAgent automatically deploys full stack monitoring as part of the platform. With complete end-to-end coverage of application workloads Dynatrace continuously provides a real-time topology of Red Hat OpenShift containerized applications as well as Davis AI driven problem detection and notification.

It's the role of this government agency to provide a critical line of communication to all its residents through a reliable and resilient platform.

Had the site not been available when people needed it most, the county would have let down the people it serves.

"Dynatrace helped us to proactively catch the situation before it got out of control. We ended up being able to service the people that we are here to serve. We are very thankful to Dynatrace for helping us to do that."

- Database Administrator

The county has plans to roll out Red Hat OpenShift and Dynatrace on additional hosting sites soon.



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