



# How Verizon boosted product delivery with Dynatrace Software Intelligence



3x faster build and test cycles



2x faster deployments



33 percent faster revenue realization



50 percent reduction in issues

# Customer story

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## Industry

Telecommunications

## Use cases

Cloud

## About Verizon Enterprise Solutions

- Division of Verizon Communications
- Verizon's LTE network covers 98% of the U.S. population
- Operates 200 data centers in 22 countries
- Business clients include most of Fortune 500 companies
- 162,000 employees, 126 billion USD revenues (Verizon Communications 2016)

## The challenge: Deliver the best customer experience possible

Verizon's LTE network covers 98% of the U.S. population. Verizon is dedicated to delivering the best experience possible through interactive entertainment, digital media, the Internet of Things, and broadband services for customers.

Verizon's massive global customer base makes managing and enhancing users' experience a top priority. It is constantly seeking innovative ways to expand its operational capabilities. While using its previous logging and monitoring system, Verizon found that its revenue realization time was falling short of business goals. It was also difficult for it to pinpoint and remediate issues quickly within the infrastructure, leading to 48 hours of regression to build, test, and deploy after every change. Verizon's lack of visibility was making it difficult to continuously improve and optimize its practices. All of this led to a less stable and impressive experience for Verizon customers

Compounding the issue, Verizon had a fixed set of on-premises application servers which restricted its operational capabilities. Verizon wanted to move its operations to a dynamic cloud environment but knew that it was going to be a very complex project. The Verizon team needed to plan the project carefully and find a monitoring partner that would ensure a successful migration and would allow Verizon to optimize operations in the new environment.

## Summary

Verizon needed to shorten the time to revenue realization and pinpoint and remediate issues faster. They needed to plan and find a monitoring solution that would help them successfully migrate and optimize operations in their new cloud environment.

## The solution: Dynatrace Software Intelligence

After assessing different solutions on the market, Verizon chose Dynatrace because of its unparalleled logging and monitoring capabilities. Dynatrace would make it possible for Verizon to migrate successfully and capitalize on the new agile cloud environment by implementing a comprehensive DevOps methodology

Dynatrace defined three key areas that would allow Verizon to succeed in the cloud:

1. IT Transformation
2. Cloud Native Initiative
3. Monitoring as a Safety Net

### Summary

Verizon migrated to Amazon Web Services and deployed Dynatrace for logging and monitoring. Dynatrace enabled Verizon to capitalize on their agile cloud environment by implementing comprehensive DevOps practices.



**“Verizon saw vast improvement across its product lifecycle.”**

— Anil Chintalapudi, Senior Technical Manager at Verizon



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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 unrivaled digital experiences.

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