

Dynatrace ONE Premium



Transforming the customer experience ONE conversation at a time...

Overview

Dynatrace ONE begins by applying agile principles to the customer experience by removing the silos that exist in traditional customer-facing organizations and focusing on customer outcomes. Through personal conversations, strategic guidance, and proactive engagement, we help you accelerate your adoption of Dynatrace so that you can spend more time innovating and less time troubleshooting.

Our team of Technical Product Specialists and Customer Success Managers work together to provide guidance and best practices from the initial deployment of Dynatrace through the most advanced use-cases you have. Dynatrace ONE's close alignment

with R&D and Product Management allows you to stay up-to-date and informed about upcoming product changes that impact you, and how you can drive innovation with the Dynatrace platform.

For our large enterprise customers requiring extra support, Dynatrace ONE Premium combines the dedicated expertise, 24/7 premium product support, personalized coaching sessions, and success planning to ensure you are successful with Dynatrace.



Dedicated expertise

A designated Technical Product Specialist and Strategic Customer Success Manager help you drive value from Dynatrace.



Live in-product assistance

Dynatrace technical product experts are just a click away with real-time, in-product chat. From product questions, technical challenges, to best practices, we're always available when you need it.



24/7 Premium Support

Around the clock and around the globe coverage for all your support issues. Giving you help and guidance when you need it.



Recipe for success

Establish a blueprint to track and measure progress toward your goals with customized success plans.

Your Dynatrace experts

Designated Technical Product Specialist

From weekly coaching sessions to environment health reviews and best practice reviews, your designated Technical Product Specialist will have intimate knowledge of your Dynatrace deployment and your business goals.

Strategic Customer Success Manager

Your Strategic Customer Success Manager (CSM) is your internal advocate and strategic guide, ensuring your organization is successful with your adoption of Dynatrace and getting the most value from your investment.

What's included with Dynatrace ONE Premium

	Dynatrace ONE	Dynatrace ONE Premium
Documentation	✓	✓
Dynatrace Community	✓	✓
Dynatrace University	✓	✓
Dynatrace University for Teams		✓
Service Quality Report	✓	✓
Dedicated self-monitoring tenant		✓
Real-time, in-product assistance	Business hours (M-F)	24/7
Technical Support	Business hours (M-F)	24/7
Dynatrace SaaS SLA	99.5%	99.9%
Priority Support handling		✓
Support ticket response time	Critical: 4 business hours High: next business day Medium: 2 business days Low: 4 business days	Critical: 2 hours High: 4 hours Medium: next business day Low: 2 business days
Strategic Customer Success Manager		✓
Designated Technical Product Specialist		✓
Weekly coaching sessions		✓

Business Benefits

Designated Technical Product Specialist

Behind our in-product assistance is a global team of Dynatrace product experts. With your own designated Technical Product Specialist, you will have a go-to expert for all things Dynatrace, who has intimate knowledge of your environment and the same goals you have.

Strategic Customer Success Manager

You will be assigned one of our most experienced Customer Success Managers dedicated to helping you to drive adoption and growth within your organization.

Strategic Business Reviews

Your Dynatrace ONE Premium Customer Success Manager will help you evaluate your progress and align your business goals with that of the Dynatrace platform quarterly or more frequently as needed.

Prioritized support

Dynatrace ONE Premium not only improves our initial response SLAs but chats and support tickets are prioritized by Technical Product Specialists and Support Engineers with more frequent updates and quicker response times.

About Dynatrace

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation. With automatic and intelligent observability at scale, our all-in-one platform delivers precise answers about the performance and security 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 unrivalled digital experiences.

[dynatrace.com blog](#) [@dynatrace](#)

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24x7 365 Coverage

Our team is colocated with our five major development and support hubs providing you with a seamless experience whether you're troubleshooting a product issue, or planning for the next stage of your deployment.

Our Dynatrace ONE Premium team interfaces daily with Services, Support, R&D, and Product Management. This alignment enables you to know what is on the product roadmap ahead of time to ensure you're prepared for what's next so you don't miss a beat.

Need additional assistance?

Dynatrace Expert Services provides tailored offerings that complement Dynatrace ONE Premium for organizations that require additional support to execute on their transformation goals with Dynatrace.

