

# Supercharged – Dynatrace's AI-powered Full Stack Monitoring

Drives 90% Alert Consolidation and 90% Reduction in Time-to-Respond with xMatters

Fact Sheet

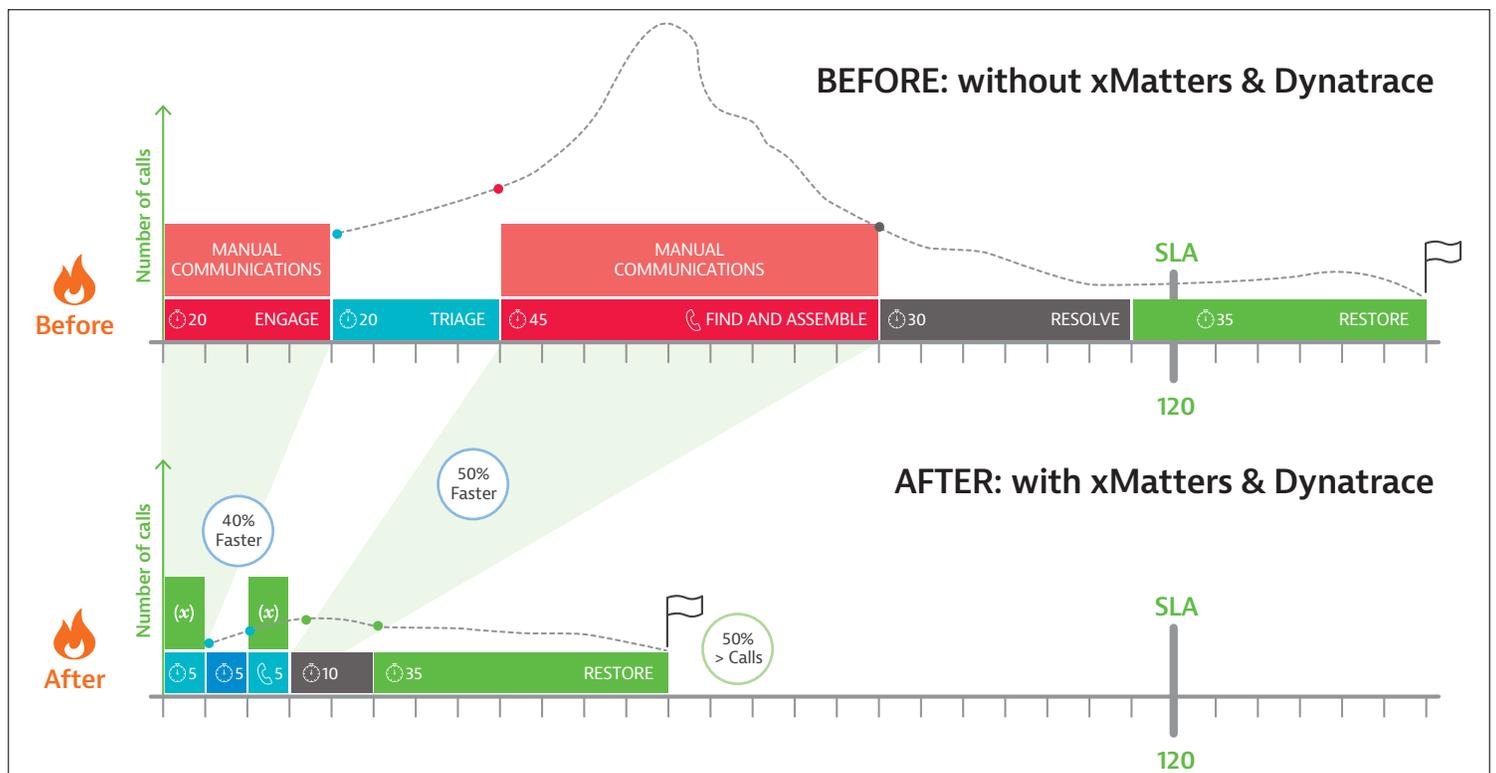
## xMatters & Dynatrace

Dynatrace's unique AI-powered full stack monitoring, along with xMatters winning collaboration platform, supercharge the response and resolution of incidents and crises. The advantages are robust!

- xMatters delivers 90% faster time-to-respond to exact team resources
- Dynatrace creates 90% fewer alerts along with high-quality, AI-powered contextual data

Together, Dynatrace and xMatters:

- Speed triage by up to 50%
- Reduce monitoring and monitoring-related tools up to 80%
- Drops alert noise up to 90%
- Significantly lower license costs
- Frees up resources to do other cool things to drive great performance



xMatters and Dynatrace provide a proactive, continuous approach to operational resolution and best application performance, all while lowering licensing costs and freeing up resources for other cool innovation.

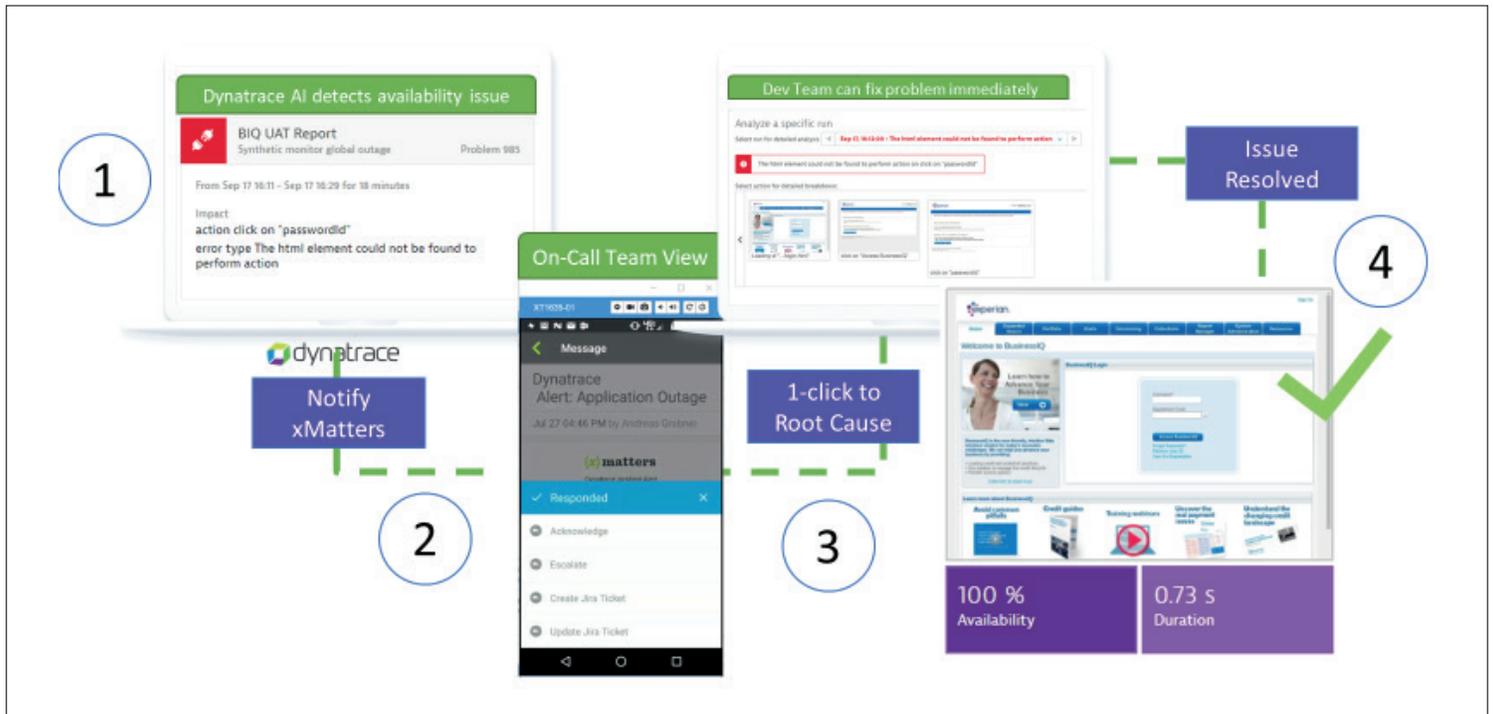
## Dynatrace empowers xMatters with these unique capabilities:

- Dynatrace's AI-detected fast root cause analysis greatly reduces triage time.
- Dynatrace's AI-correlation of events are put into a simple, single problem (vs. multiple alerts) with actionable info.
- Dynatrace's patented technologies (indepth PurePath (code level) and Smartscape (all dependencies), along with software intelligence, drive fast incident resolution.

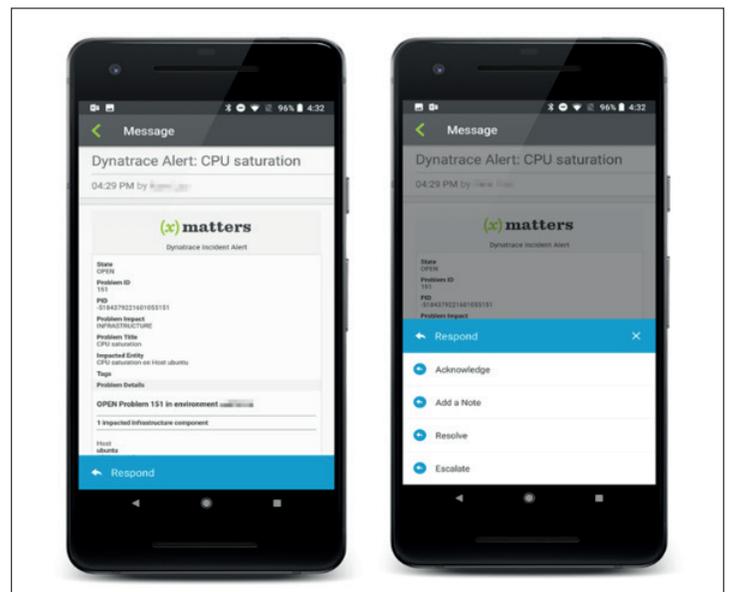
## Next, how easy is it? Pretty easy.

Dynatrace provides a seamless, out-of-the-box, closed-loop integration with xMatters. This augments the speed and simplification of intelligently reducing and managing alerts around Dynatrace detected issues, and streamlines important contextual information into collaborative channels such as JIRA and ServiceNow.

Let's take a look at this process in the following four steps:



- 1) Dynatrace actively pushes problem alerts, along with all related data, into xMatters.
- 2) xMatters immediately engages the right people depending on the type of problem, severity and impact — in the team members preferred device.
- 3) With one click, Dynatrace deep dives into the root cause and all the related problem details with follow-up actions included.
- 4) The right people collaborate on problems with ease, reduce their mean-time-to-repair (MTTR), and operations return to happy green.

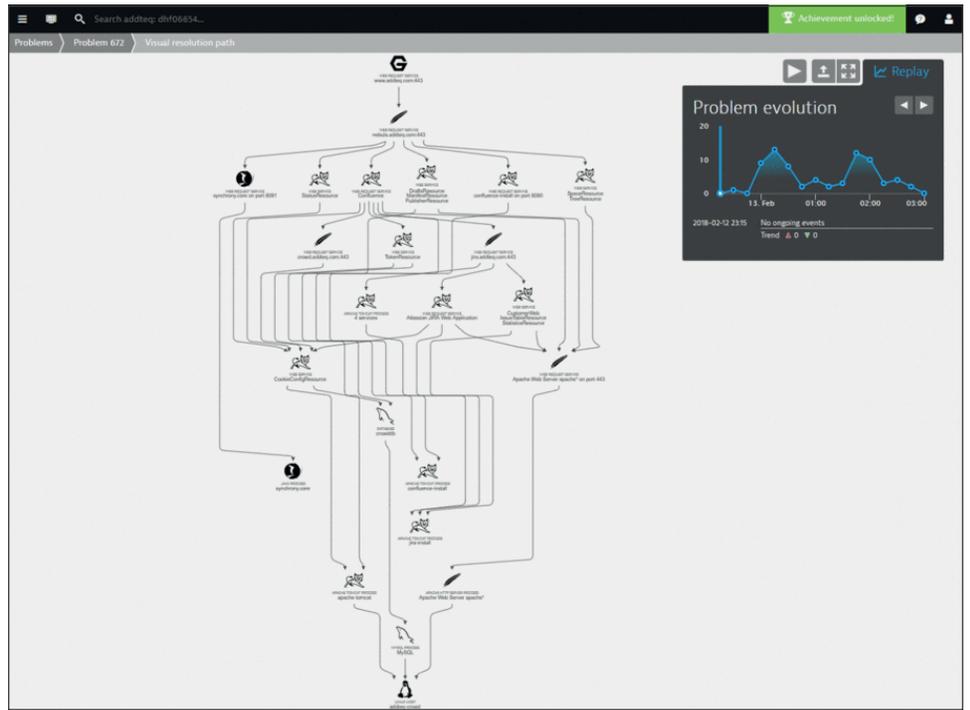


## What makes it "supercharged"?

Dynatrace's full-stack performance monitoring automatically discovers and monitors every layer of the application environment — every component, every dependency, across every tier. And it automatically traces 100% of all transactions through the stack — front to back — 24 x 7 (with full insight into dynamic cloud instances and microservices).

This depth of detail, along with software intelligence, empowers Dynatrace to deliver high-speed root cause analysis, along with enriched contextual data — at the notification level / right in the alert — enabling teams to understand what action to take immediately.

Click any Dynatrace problem on the xMatters dashboard to see all the related problem details and available follow-up actions, such as acknowledging the incident or adding a comment to inform the team of any steps that have been taken to remedy the issue.



The image shows a screenshot of the xMatters dashboard. The top navigation bar includes 'HOME', 'INBOX', 'USERS', 'GROUPS', 'REPORTS', 'MESSAGING', and 'DEVELOPER'. The user profile is 'Wolfgang Dynatrace'. The main content area is titled 'Communication Center' and includes several sections:

- Start Conference Bridge:** Get users and groups on a conference call.
- Send Alert:** Find an IT person to handle an event.
- Devices:** Add & organize your devices.
- My Schedule:** All Shifts, Next On-Call (7+ days).
- Events:** A list of recent alerts, including 'NEW Dynatrace Alert: Power outage' (2 minutes ago) and 'NEW Dynatrace Alert: AWS CPU saturation' (3 minutes ago).
- Integrations:** A grid of integration cards for Cisco Webex Teams, Datadog, Desk.com, Dynatrace, Dynatrace AppMon, HipChat, HP BSM OMI, HP Service Manager, and IBM NetCool.
- Users:** Add & organize your users.

The xMatters Dynatrace integration also synchronizes all comments and any logged fixes back to the Dynatrace problem for tracking within the Dynatrace user interface.

The screenshot shows the Dynatrace 'Problems' page for a specific issue. The problem is titled 'deve2e: AWS CPU saturation' and is marked as 'Problem 517 detected at 08:20 (open for 22 minutes)'. A table below the title shows the following data:

	Affected	Resolved	Monitored
Applications	-	-	314
Services	-	-	83
Infrastructure components	1	-	1,859

To the right of the table, it indicates '48,449,258 Dependencies analyzed'. Below the table, there is a 'Root cause' section stating: 'Based on time correlation and analysis of all transactions that use these components, this issue has the following root cause: deve2e Host, AWS CPU saturation, 98 % CPU usage'. A 'Visual resolution path' section is also visible, with a note to 'Click to see how we figured this out.' At the bottom, a '2 comments' section shows two entries from xMatters, including a notification to 'wolfgang.bae' and an event update.

## To learn more

Get ready to be amazed in five minutes or less and try [the Dynatrace Free Trial](#).

Or to set up the integration of Dynatrace and xMatters, check out:

[“Intelligent Alert Escalation and Problem Remediation with xMatters Integration”](#)

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

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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