

Automated Incident Management

Solve problems faster with AI-driven closed loop ITSM integration

Description

Eliminate outages and disruption

Employing incident management manually delays problem resolution efforts, resulting in slow, error prone, unreliable and incomplete data. Dynatrace automatically pushes critical problem information to open incident tickets in your existing ITSM solution. In one week, Dynatrace greatly improves response times and data accuracy for reporting and trend analysis with Dynatrace's Automated Incident Management.

Deliverables

An Expert Architect will work with you to embed Dynatrace into your automated ticket life cycle. At the end of the week, we will deliver an Engagement Summary and ensure that you are setup with:

- Configuration integration between Dynatrace and ITSM solutions
- Customized alerting profiles and anomaly detection rules
- Dynatrace integrated with ChatOps solution



Reduce MTTR

Quickly find and analyze deep application code level problems and the root cause



Automated

Tedious technical tasks eliminated with hands-free incident management and notification



Innovation

Ops teams are empowered to focus on more strategic business activities

Your Dynatrace experts

Expert Architect

Our Architects have years of experience and the skills necessary to lead complex enterprise projects. This leadership results in the improved adoption of Dynatrace as well as significantly mitigating the risk inherent in enterprise deployments.



Dynatrace Services Team

The global reach of Dynatrace Services means that you not only have access to your consultant, but hundreds of additional resources worldwide to help drive value from your deployment. Powered by Collective Intelligence, by tapping into this network, you can find answers quicker and drive more value from Dynatrace.



Learn more at dynatrace.com/solutions/autonomous-cloud

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 trust Dynatrace to modernize and automate enterprise cloud operations, release better software faster, and deliver unrivaled digital experiences.

