

# Dynatrace Enterprise Managed Services

EXPERT SERVICES

Powered by the popular and successful Guardian program, **Enterprise Managed Services Guardian Packages** provide a highly-trained consultant to work on-site or remotely in a long-term engagement.

With Dynatrace Enterprise Managed Services, you get a highly trained Guardian who will work on-site or remotely with your organization in a long-term engagement. Supported by the entire team of Dynatrace architects, APM labs and experts in development, production and application management, your Guardian is focused specifically on your business needs.

As a graduate of an elite Professional Development Program (PDP), your Guardian is a skilled, versatile resource who helps you protect your technology investments and deliver strong ROI. Your Guardian minimizes the risks to a successful APM initiative, speeds user adoption and maximizes value realization.

## Highly trained

The Dynatrace Professional Development Program (PDP) is a five-month training regimen formulated to produce individual Dynatrace Guardians with outstanding character, a strong work ethic and broad APM knowledge. From enrollment to graduation, the PDP student is immersed in in-depth training in Dynatrace's industry-leading APM technology. Trainees also receive extensive education to develop skills as a trusted advisor. This curriculum has been likened to a master's degree in APM, and is the most comprehensive of its kind in the industry. Through hands-on training, mock demonstrations, aligned labs and side-by-side mentoring, a PDP graduate develops into a well-rounded consultant with an excellent mix of technology and business skills. Dynatrace Guardians are as comfortable in a boardroom as they are in a data center.

And this training doesn't stop with graduation. Continuous learning is a hallmark of Dynatrace Guardians. They will go on to receive extensive training on APM technology and best practices throughout their engagements.

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| ✓ <b>Flexible, cost-effective access to APM skills</b>     | ✓ <b>Guardian Engagement Manager oversight</b>          |
| ✓ <b>A Consistent, dedicated and personalized resource</b> | ✓ <b>Significant discounts over a la carte services</b> |
| ✓ <b>Remote and on -site options</b>                       | ✓ <b>One annual contract for services</b>               |



## Quick Value

- Expert leadership through the first critical steps of initial implementation and configuration
- Build DPM expertise with custom mentoring over the course of one week with a clear summary and recommended next steps

## Learn how to:

- Implement best practices
- Read PurePath data
- Conduct data analysis for insights using business transactions
- Create and deploy custom sensors
- Streamline business process identification and configuration

## How it works

Dynatrace Guardians can be deployed globally and relocated to your area as a dedicated on-site resource, hand-selected to address your specific needs. This way, your Guardian integrates seamlessly with your organization through application onboarding, troubleshooting, monitoring, reporting and other key APM-related tasks. If it's more practical for you to implement a remote Guardian, that's also an option. Regardless of the approach, you get personalized attention from someone absolutely committed to and invested in your success.

## At your service

Prepaid Dynatrace Flexpoints included in the plans provide flexible consumption of any of the services in our entire catalog. That way you can actively plan for your projected service needs for the coming year with your Guardian, while also easily adapting to changing environments or requirements. Use them for Health and Velocity Checks, Use-Case Enablement Packages, Xcelerators or other services to achieve your specific goals.

## Enterprise Managed Services Packages

	Guardian	Flexpoints Included
Bronze Guardian Package	10 hours per week (remote)	20
Silver Guardian Package	20 hours per week (remote)	40
Gold Guardian Package	Full Time (On-Site)	80
Platinum Guardian Package	Full time (On-Site)	200

### What customers say:

"With our Guardian we solved more problems in six months than we did before in the last two years."

"The Guardian's knowledge is obviously one of his greatest assets. He will be key in the success of the project."

"I've worked with a number of consultants in my career and I would rate my Guardian in the top five across all possible categories I could rate someone."

"We view our Guardians as consultants, not contractors. This empowers them to challenge the status quo—elevating everything we do."

## Dedicated, Reliable Expertise

Dynatrace serves thousands of customers just like you, including 17 of the top 20 Internet retailers. As our representative, your Guardian is backed up by direct access to additional expert services support across the entire Dynatrace' organization—the largest pool of APM talent in the world. As the recognized industry leader in Digital Performance, Dynatrace Solution architects, consultants, trainers and tech provide an unparalleled internal network of APM knowledge and experience that Guardians can draw upon to help you achieve your goals.

And with our commitment to continually train and develop future Guardians, your organization can always look to Dynatrace for highly skilled consultants to support your APM initiatives.

## Dynatrace Digital Performance Platform—it's digital business...transformed.

Discover how Dynatrace Enterprise Managed Services can build digital business excellence into your organization faster and easier than you ever imagined. Talk to your Dynatrace representative for more details. With your own, dedicated expert you'll improve user experiences, launch new initiatives with confidence, reduce operational complexity and innovate with confidence.

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

Dynatrace is the innovator behind the industry's premier Digital Performance Platform, making real-time information about digital performance visible and actionable for everyone across the business and IT. We help customers of all sizes see their applications and digital channels through the lens of their end users. Over 8,000 organizations use these insights to master complexity, gain operational agility and grow revenue by delivering amazing customer experiences.