

# Put your IT Operations on auto-pilot

## Unified monitoring, customer impact, automatic problem remediation

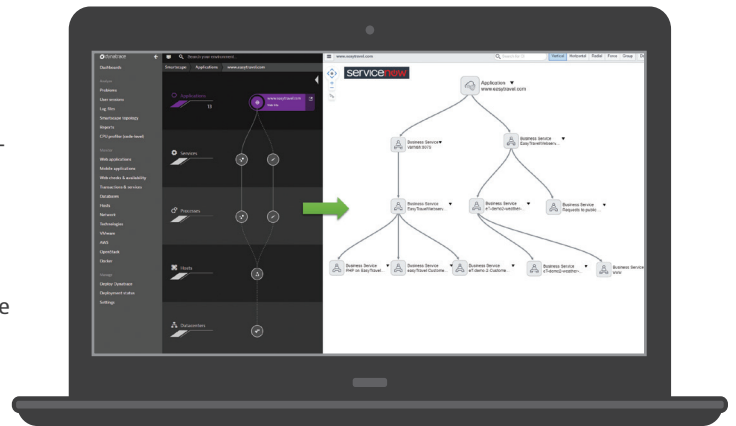
Businesses have undergone a revolution with the way they operate today, resulting in a major digital transformation. With this transformation comes complexity and challenges for maintaining and monitoring multiple products and applications.

### Fact Sheet

Companies are investing in digital transformation to drive business efficiencies and accelerate innovation. Keys to success will be how you transform your business internally and how it is perceived externally.

For example, having your operations team evolve from technical troubleshooting to a more business-oriented focus will drive TCO reduction and increase cost-savings by making intelligent investments.

Externally, this investment drives ROI with ensuring customer satisfaction by eliminating service outages and resolving incidents before they impact the end user.



## Why Dynatrace and ServiceNow?

ServiceNow provides service and operation management solutions to modernize IT and makes it easy to create contextual workflows and automate business processes. Dynatrace provides unmatched digital performance management for all your systems — business, real-user, applications, network, infrastructure, cloud — feeding data and analytics in the context of business health and conversion into your ServiceNow environment. Together, Dynatrace & ServiceNow provide the most intelligent metrics for monitoring your entire infrastructure.



At Raymond James we rely on ServiceNow to understand our critical IT systems behavior and rely on it as our solution for incident management. The out of the box integration with Dynatrace solution adds tremendous value to find and analyze deep application code level problems. This joint solution helps us eliminate service outages and disruption to end users and improves our SLAs to customers."

—Jeff Palmiero  
Manager of Application Performance Monitoring

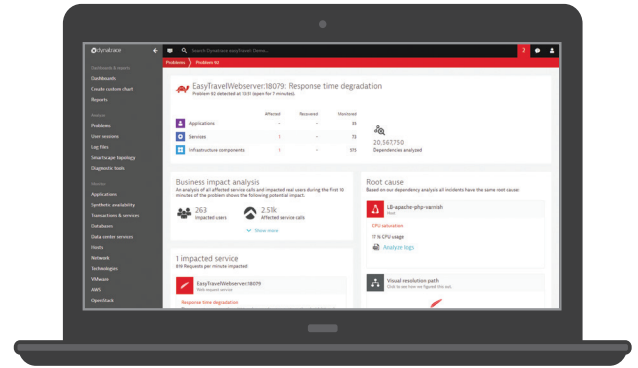
**RAYMOND JAMES®**

Dynatrace is proud to be a ServiceNow Partner



# What's in it for me?

With zero configuration, Dynatrace is automatically detecting problems within your complex IT service infrastructure, along with their root causes, for real-time detection and incident remediation. Dynatrace also provides a full transactional view on every single digital customer journey to safeguard your customer experience, proactively resolving problems before they impact customers. The unique capability of catching and evaluating every single service request in real-time is a value only Dynatrace can bring to ServiceNow environments.



Faster Implementation	Reduced MTTR	Scalability	Fewer tools
<ul style="list-style-type: none"> <li>• Single agent</li> <li>• Full stack, continuous auto-discovery</li> <li>• Auto-baselining and dependency mapping</li> </ul> <p><b>100x faster to implement</b></p> <p><b>Max coverage, lowest cost</b></p>	<ul style="list-style-type: none"> <li>• Single root cause identified for fast remediation</li> <li>• Understand business impact, focus on what matters</li> <li>• Auto-remediation with accuracy and confidence</li> </ul> <p><b>20x faster MTTR</b></p> <p><b>Optimal user experience</b></p>	<ul style="list-style-type: none"> <li>• Horizontally scaling cluster architecture</li> <li>• Scales beyond 100,000 hosts</li> <li>• Only solution with true high availability for web-scale</li> </ul> <p><b>100x scale, web-scale</b></p> <p><b>Grow w/out barriers</b></p>	<ul style="list-style-type: none"> <li>• End-to-end: all user, all apps, all digital channels</li> <li>• Full-stack: all data, all layers, all technologies</li> <li>• One complete source of "truth" vs. a "suite" of disparate data sets</li> </ul> <p><b>All-in-one</b></p> <p><b>Nothing like it</b></p>

Get started now!  
 Download your 15-day free trial: [dynatrace.com/servicenow](https://dynatrace.com/servicenow)

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

Successfully improve your user experiences, launch new initiatives with confidence, reduce operational complexity and go to market faster than your competition. With the world's most complete, powerful and flexible digital performance platform for today's digital enterprises, Dynatrace has you covered.

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

Dynatrace has redefined how you monitor today's digital ecosystems. AI-powered, full stack and completely automated, it's the only solution that provides answers, not just data, based on deep insight into every user, every transaction, across every application. The world's leading brands, including, 72 of the Fortune 100, trust Dynatrace to optimize customer experiences, innovate faster and modernize IT operations with absolute confidence.

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