

Fife Council improves service efficiency with Dynatrace

Automatic and intelligent observability ensures all residents have more reliable access to vital services



Industry

Public Sector

Challenge

Limited observability and insight into cause of performance issues made it difficult to collaborate effectively with third-party service providers and delayed fixes and service improvements.

Solution

Dynatrace

Results

- **Reduced MTTR** from days to hours with real-time, precise root cause analysis
- **Improved reliability** of the services that support Fife residents
- **Precise answers** about the source of systems performance, enabling more effective collaboration with third-party service providers


Fife Council is the third largest local authority in Scotland, employing around 17,500 people who serve over 360,000 residents. **As a unitary authority, the council is responsible for everything from street lighting and bin collections to social housing, education, and social work services.**

Like most government organisations, the council relies on a variety of third-party platforms to manage its wide range of services and business functions. Legacy systems are being replaced over time as Fife continues to invest in digital solutions to modernize public services and customer transactions.

Meanwhile, the continued drive for efficiency throughout the public sector is putting increasing pressure on support teams like the IT service who, with reduced resources, are required to support transformation as well as maintain existing systems.

Faster understanding

Large scale project implementations and systems deployed to thousands of network users can often be hampered by error messages and performance issues. Without effective root cause analysis, sometimes neither the council team nor its service providers can identify the source of the issues to resolve them. Fife turned to Dynatrace for an intelligent observability solution to overcome these issues and accelerate service improvements.



“Dynatrace has opened our eyes to what’s possible with intelligent observability capabilities. Our hope now is to harness the insight we can unlock with Dynatrace to find further ways of creating new value for our residents.”

— Scott McKenzie

Technical Specialist, Fife Council

Scott McKenzie, technical specialist, Fife Council explains:

“We work in close partnership with all our third-party providers. But when you’re dealing with huge applications linked to lots of other networked systems, and thousands of end-users on a range of devices, it can be really hard to pinpoint the cause of any problems.

“Dynatrace shines a torch into the dark corners of an application, so we can see right down into the code and query level. It gives you the evidence you need to be sure of root causes, so we’ve been able to work much more easily with our service providers to resolve issues and get things back on track.”

Better employee experiences

With Dynatrace, Fife has been able to improve the performance of both desktop case management solutions and mobile applications used by workers in the field.

In some cases, users had complained of performance issues that many employees assumed were to do with poor network performance or mobile signal. Without intelligent observability, it had proven difficult for the council and its service providers to find fixes. McKenzie said: “One issue had been rumbling on for weeks, but we found it instantly with Dynatrace and were able to get it resolved.”

More efficient operations

Dynatrace’s advanced AIOps capabilities have also enabled Fife Council to operate more efficiently. The Dynatrace platform is managed by just one staff member, where the previous approach required up to ten people, who can now refocus their efforts on more value-driving work. McKenzie adds: “Instead of throwing internal resources at a problem for weeks and getting to the root cause eventually, Dynatrace’s AI can point us to the answer instantly. It’s our hope that as Dynatrace becomes more central to the way we operate, we can be more proactive in how we manage user experiences.”

Fife Council’s ultimate goal is for any new tier one application that comes online to be automatically instrumented with Dynatrace for observability. The council also aims to integrate Dynatrace with its IT service management platform, so relevant teams can be automatically alerted to issues, as well as root causes, so they can be resolved before users are impacted.

[Dynatrace](#) (NYSE: DT) exists to make the world’s software work perfectly. Our unified software intelligence platform combines broad and deep observability and continuous runtime application security with the most advanced AIOps to provide answers and intelligent automation from data at enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences. That’s why the world’s largest organizations trust Dynatrace® to accelerate digital transformation.

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