

## PARTNER USE CASE

# Dynatrace in the Accenture Cloud Innovation Center in Roma - Italy

Accenture Cloud Innovation Center, (ACIC) Rome brings together Accenture's deep technical know-how and industry expertise to help organizations transform their journey to cloud. Dynatrace has partnered with ACIC to prototype solutions focusing on two of its Integrations: OpenShift Container Monitoring and Infrastructure Discovery and Business Process Monitoring in hybrid/multi cloud scenarios. The use case main topic is: **Service & Experience Management**.

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation. With automatic and intelligent observability at scale, our all-in-one platform delivers precise answers about the performance and security of applications, the underlying infrastructure, and the experience of all users to enable organizations to innovate faster, collaborate more efficiently, and deliver more value with dramatically less effort.

## OpenShift Container Monitoring

### CHALLENGE

**Traditional monitoring tools don't work** in this new dynamic world of speed and scale that OpenShift enables:

- For agent deployment
- For continuous discovery of containers
- To monitor the applications and services running within them

### BENEFITS

For a dynamic and scalable platform like this, a **fully automated approach** becomes a requirement.

- Automatic advanced observability across highly dynamic environment
- No code change needed. Time to value reduced avoiding groups coordination to gain visibility
- AI-driven, automatic root-cause analysis
- Enabled to auto remediation path
- Reduce time to market of new business features
- MTTI reduction
- Alert noise reduction

## Business Process Monitoring in hybrid/multi cloud scenarios

### CHALLENGE

BPM is a management approach that **aligns business processes with organizational strategies**:

- Transparent processes providing leaders with a clear view of how changes impact its business
- Combat IT environment challenges. Scale and frequency of change are exponentially greater than ever

### BENEFITS

Leveraging the **integration of Dynatrace and ServiceNow** technologies, Accenture provides a solution allowing:

- A complete service map of the environment and impact tree, in case one of the service map entities get impacted
- A saving in team time and resources, enabling them to focus on higher value initiatives, including driving digital transformation and delivering seamless experiences for customers
- Closed-loop, automated IT Operations Management (ITOM) workflows
- Proactive management of incidents according to Business Impact

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## ACIC Use Cases Catalog



- 1 **Next Generation Connectivity, Edge & Telco Cloud**
- 2 **Application Cloud Engineering & Digital Transformation**
- 3 **Service & Experience Management**
- 4 **Data Engineering & Applied AI/ML**
- 5 **Modern Workplace & Collaboration**
- 6 **Data Center Modernization & Cloud Foundation Engineering**
- 7 **Connected X & IoE**

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## About Dynatrace

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation. With automatic and intelligent observability at scale, our all-in-one platform delivers precise answers about the performance and security of applications, the underlying infrastructure, and the experience of all users to enable organizations to innovate faster, collaborate more efficiently, and deliver more value with dramatically less effort. That's why many of the world's largest enterprises trust Dynatrace® to modernize and automate cloud operations, release better software faster, and deliver unrivalled digital experiences.