

From Classic Synthetic to modern digital experience with the Dynatrace Software Intelligence platform

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Digital transformation is happening everywhere

The way we fly



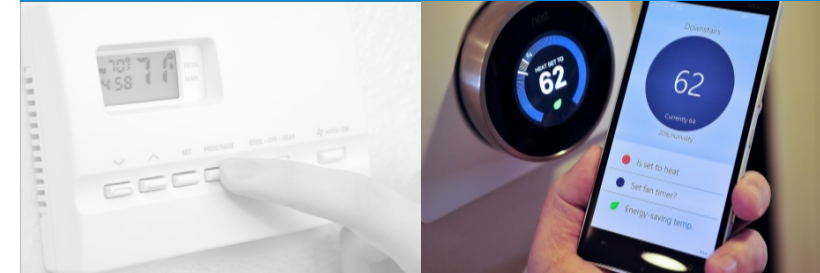
90% book with digital self service

The way we bank



50% use smart devices to access financial services

How we live



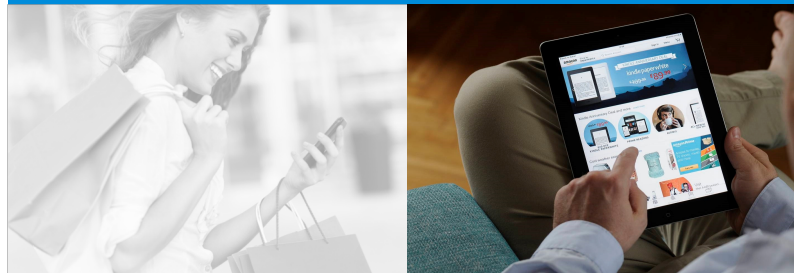
In 2018 there will be more IoT devices than mobile devices

The way we get around



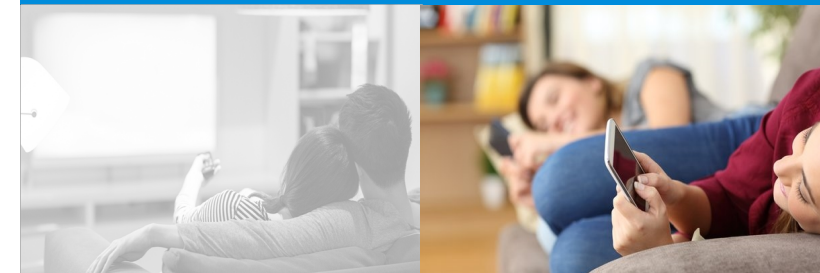
Uber is worth more than Ford and GM put together

The way shop

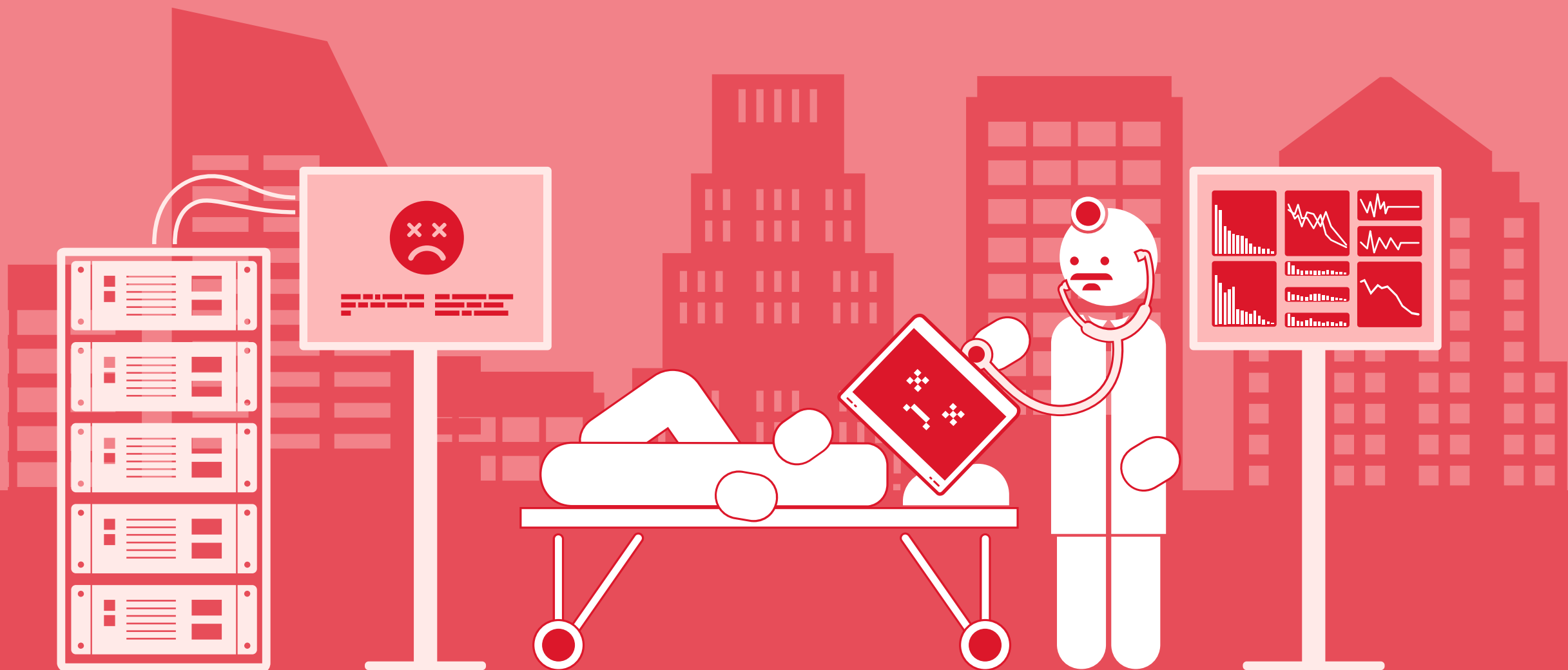


Online sales will grow 3x faster than traditional retail in 2017

What we watch



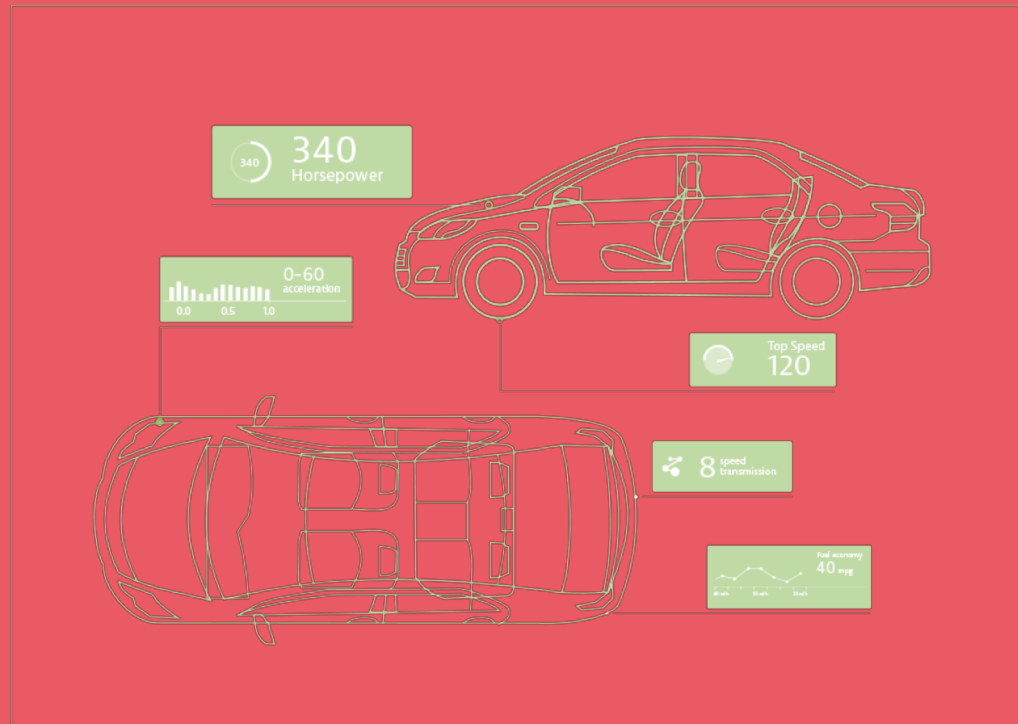
Millennials are spending 40% less time watching TV since 2011 and YouTube has become the preferred channel over cable TV



Traditional synthetic monitoring is dead

Today's digital blind spots are massive

What you see



What you don't see



95% of enterprises have an incomplete digital experience monitoring strategy

An illustration featuring a large, vibrant rainbow arching across the sky. Various digital devices, including smartphones, tablets, and smartwatches, are depicted floating in the air around the rainbow. Some devices show icons like a cloud, a globe, and a play button. At the base of the rainbow, a laptop and a desktop monitor are visible. The background is a deep blue, and the foreground shows stylized, dark blue waves. The overall theme is digital connectivity and mobile technology.

Mobile leads all digital interactions

51.3% of web traffic is
from mobile devices

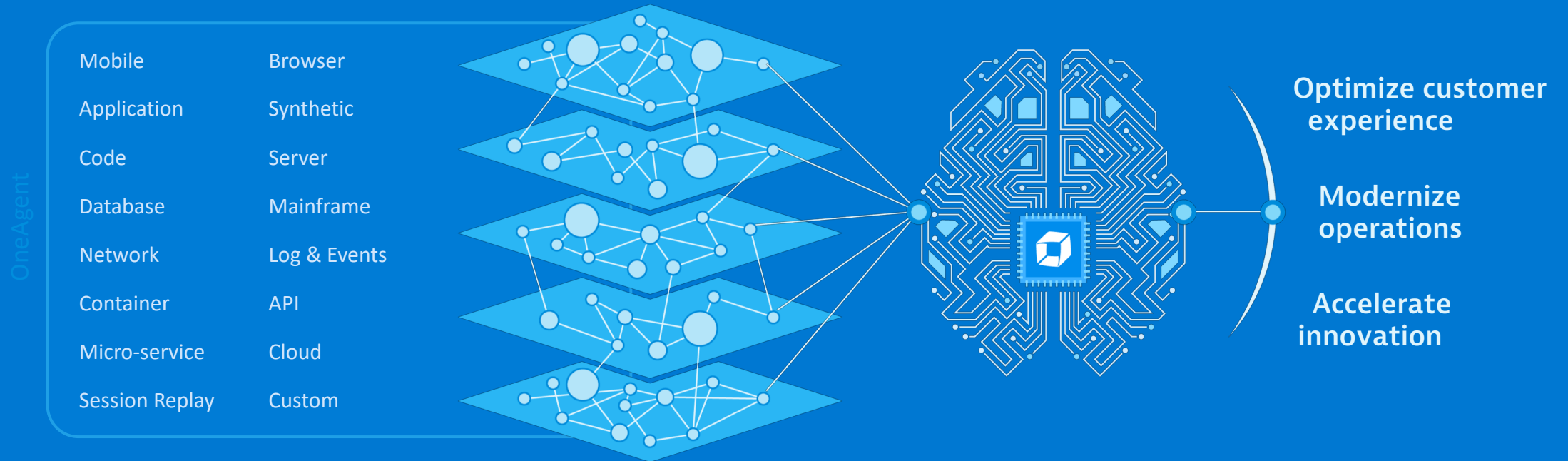
In 2016 digital channels
impacted **49%** of US
retail sales

Are you missing over half of your users?

Dynatrace platform

All-in-one performance monitoring

SaaS | On-premise



Full stack monitoring
All-in-one platform

Smartscape & PurePath
Business transaction topology

Big data analytics
Powered by A.I.

Breakdown silos across
Business, Ops, & Dev

All-In-one digital experience monitoring



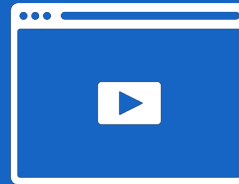
Analytics

Actionable user insights | Connect users & performance | Automated detection & triage



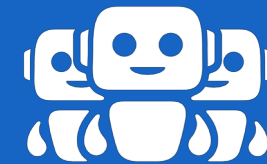
Real User Monitoring

100% visibility
Business impact
User behavior



Session Replay

Session capture
UX improvement
Streamlined troubleshooting



Synthetic Monitoring

Proactive management
Baseline performance
Service levels



Business Insights services

Managed engagement | Best practices | Performance optimization

Synthetic in a DEM world

- Synthetic is one of the key ingredients of DEM
- Main use cases are
 - Availability
 - Performance baseline

Not everything can or should be solved with synthetic monitoring...

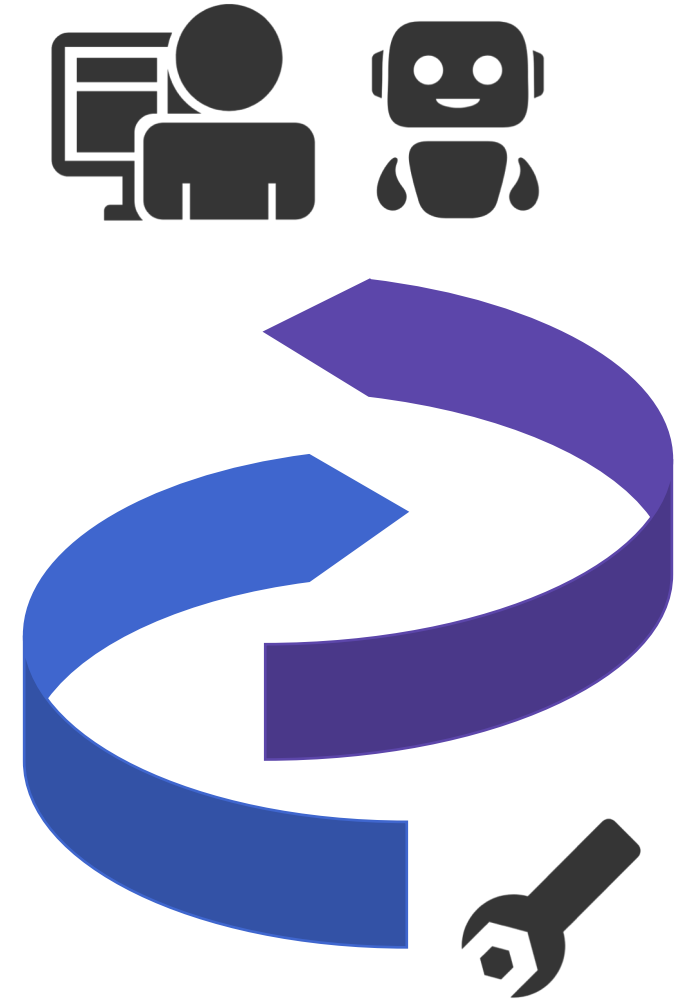
...and thanks to Dynatrace does not have to.





Synthetic + Real user monitoring

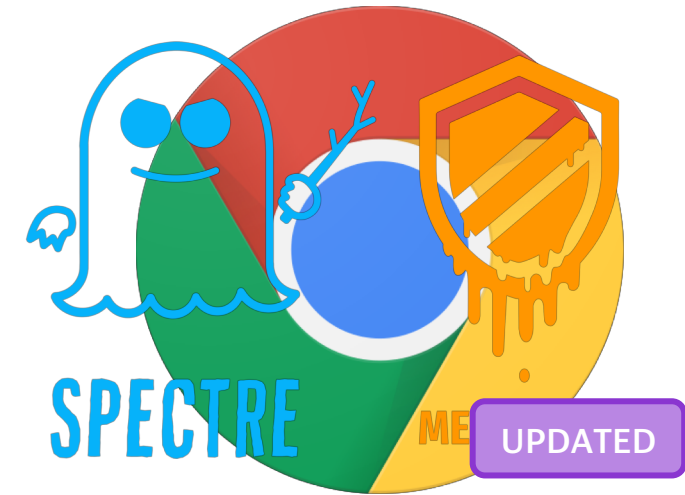
- A great combination
- Dynatrace is the only product that uses the same technology for Synthetic & RUM (you can leave your duct tape at home)
- Allows true apple to apple comparison
- With Dynatrace everything (Synthetic, RUM & full-stack) lives in one place





Synthetic in Dynatrace uses Chrome

- Modern, most-used browser
- Always up to date
- Old browser versions result in hunting ghost issues and security risks
- No modifications, no headless mode
- Improved recorder extension



Node <ul style="list-style-type: none"> Browser SCoE Alerting 	Auckland Telecom NZ	25 Jan 2019 at 08:15 EST	25 Jan 2019 at 09:45 EST	RESOLVED	<p>As of Friday, 25 January, 2019 at 09:45 EST this issue has been resolved and all services have been restored.</p> <p>Update: On Friday 25, January 2019 at 09:45 EST, We've regained connection and are monitoring for now. You should begin to see data and alerts.</p> <p>On Friday, 25 January, 2019 at 08:15 EST, an issue was identified at the Auckland Telecom NZ backbone site. We are actively working to resolve this issue and will update this notification when more information becomes available.</p> <p>Customer Impact: You can expect to see a gap in data and alerting from this site during the service interruption.</p> <p>We apologize for any inconvenience this may cause. <i>ref: NOC-76635</i></p>
Node <ul style="list-style-type: none"> Browser SCoE Alerting 	Stockholm Interoute Oslo Dataguard Copenhagen Global Connect	24 Jan 2019 at 22:38 EST	25 Jan 2019 at 02:30 EST	RESOLVED	<p>As of Friday, 25 January, 2019 at 02:30 EST this issue has been resolved and all services have been restored.</p> <p>On Thursday, 24 January, 2019 at 22:38 EST, an issue was identified at the Stockholm Interroute,Oslo Dataguard and Copenhagen Global Connect backbone sites.We are actively working to resolve this issue and will update this notification when more information becomes available.</p> <p>Customer Impact: We have</p>

Jan 21, 2019

Backbone node Tripoli, LY - GPTC ISP unplanned maintenance

Resolved - This incident has been resolved.

Jan 21, 03:39 EST

Investigating - Catchpoint Backbone node Tripoli, LY - GPTC have been paused due to an unplanned maintenance at provider end and will not run tests. We will update the status as soon as there is additional information available.

Jan 20, 21:28 EST

Jan 19, 2019

No incidents reported.

Jan 18, 2019

Backbone node Sofia, BG - Neterra ISP unplanned maintenance

Resolved - This incident has been resolved.

Jan 18, 11:29 EST

Investigating - Catchpoint Backbone node Sofia, BG - Neterra have been paused due to an unplanned maintenance at provider end and will not run tests. We will update the status as soon as there is additional information available.

Jan 16, 11:41 EST

Jan 17, 2019

Backbone nodes Seattle - VZN, Seattle - VZN - IPV6 under maintenance

Resolved - This incident has been resolved.

Jan 17, 10:33 EST

Investigating - Catchpoint Backbone nodes Seattle - VZN and Seattle - VZN - IPV6 will not run tests due to a scheduled network maintenance.

Jan 17, 08:29 EST

Jan 16, 2019

Backbone node Beijing, CN - China Telecom ISP unplanned maintenance

Resolved - This incident has been resolved.

Jan 16, 01:59 EST

Monitoring - A fix has been implemented and we are monitoring the results.

Jan 15, 02:56 EST

Identified - Catchpoint Backbone node Beijing, CN - China Telecom will not run tests due to a hardware maintenance.

Jan 6, 21:34 EST

Investigating - Catchpoint Backbone node Beijing, CN - China Telecom have been paused due to an unplanned maintenance at provider end and will not run tests. We will update the status as soon as there is additional information available.

Jan 4, 08:55 EST

Jan 15, 2019

Backbone node Tripoli, LY - GPTC ISP unplanned maintenance

Resolved - This incident has been resolved.

Jan 15, 09:56 EST

Investigating - Catchpoint Backbone node Tripoli, LY - GPTC have been paused due to an unplanned maintenance at provider end and will not run tests. We will update the status as soon as there is additional information available.

Jan 15, 03:35 EST

Backbone node Hamburg, DE - Kabel ISP unplanned maintenance

Resolved - This incident has been resolved.

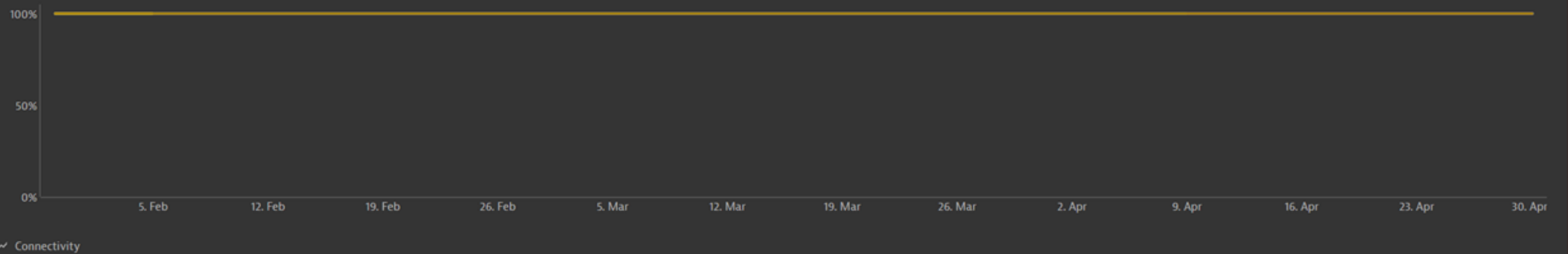
Jan 15, 01:12 EST

Connectivity synthetic locations

Physical locations



Cloud locations



47 public next generation of locations

- Best availability
- Most stable data
- Multi-cloud



Locations selected

Filter by cloud provider, continent, country, city or by IP address

☒ Hide inactive locations

<input checked="" type="checkbox"/> Location name ▲	Country	Continent	IP address	Cloud
<input checked="" type="checkbox"/> Amsterdam (westeurope)	Netherlands	Europe	52.166.121.182, 52.2...	Azure
<input checked="" type="checkbox"/> Beijing (cn-beijing) Beta	China	Asia	39.105.174.59, 39.1...	Alibaba
<input checked="" type="checkbox"/> Busan (koreasouth)	Republic of Korea	Asia	52.231.200.125, 52....	Azure
<input checked="" type="checkbox"/> Canberra (australiacentral)	Australia	Oceania	20.36.36.121, 20.36...	Azure
<input checked="" type="checkbox"/> Cardiff (ukwest)	United Kingdom	Europe	51.140.224.57, 51.14...	Azure
<input checked="" type="checkbox"/> Chennai (southindia)	India	Asia	52.172.24.188, 52.1...	Azure
<input checked="" type="checkbox"/> Cheyenne (westcentralus)	United States	North America	13.77.205.232, 13.7...	Azure
<input checked="" type="checkbox"/> Chicago (northcentralus)	United States	North America	23.96.186.164, 23.9...	Azure
<input checked="" type="checkbox"/> Des Moines (centralus)	United States	North America	104.43.140.11, 23.9...	Azure
<input checked="" type="checkbox"/> Dublin (eu-west-1)	Ireland	Europe	34.242.37.100, 34.2...	Amazon EC2



Simulate different devices & network conditions

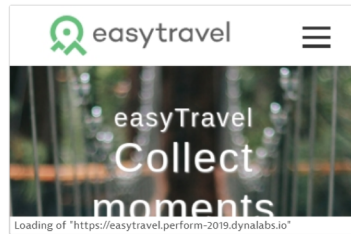
Mobile

Tablet

HD

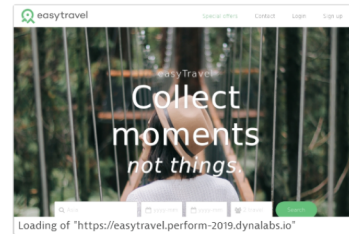
Analyze a specific run

Select run for detailed analysis ◀ Jan 26, 18:06:00 ▶
1.15 s duration



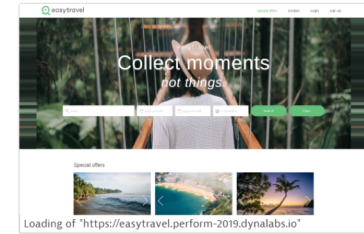
Analyze a specific run

Select run for detailed analysis ◀ Jan 26, 18:10:00 ▶
1.23 s duration



Analyze a specific run

Select run for detailed analysis ◀ Jan 26, 18:13:00 ▶
2.66 s duration

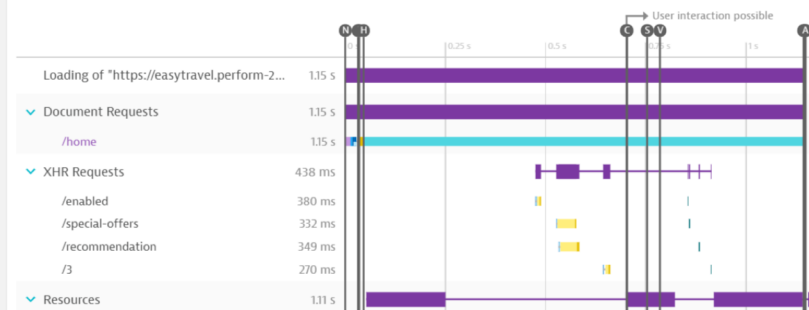


Detailed breakdown

for Loading of "https://easytravel.perform-2019.dynalabs.io"

Focus on full waterfall and don't group resources

31 PurePaths 6 Uncompressed text resources 12 Resources > 100 kB [Show all findings](#)

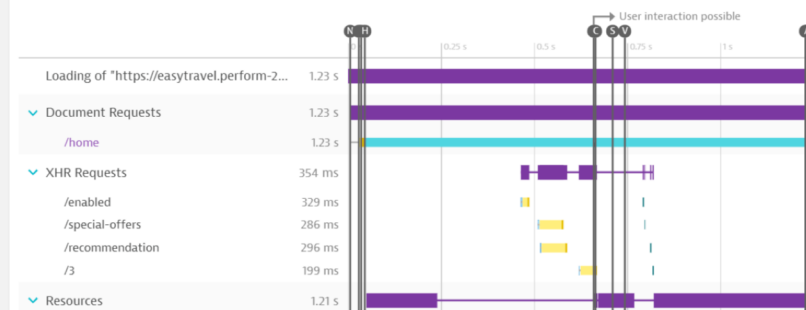


Detailed breakdown

for Loading of "https://easytravel.perform-2019.dynalabs.io"

Focus on full waterfall and don't group resources

35 PurePaths 6 Uncompressed text resources 16 Resources > 100 kB [Show all findings](#)

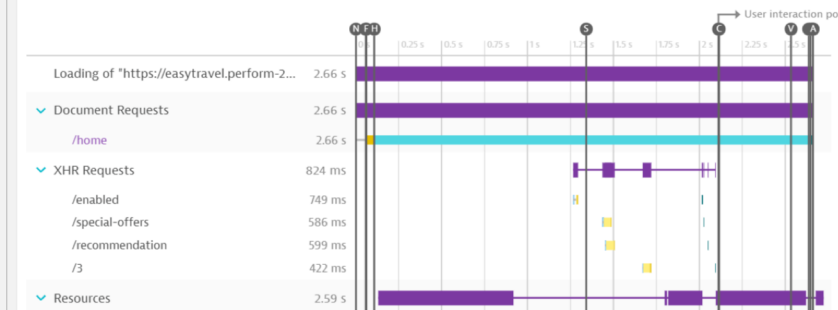


Detailed breakdown

for Loading of "https://easytravel.perform-2019.dynalabs.io"

Focus on full waterfall and don't group resources

32 PurePaths 6 Uncompressed text resources 13 Resources > 100 kB [Show all findings](#)



Automate your monitoring strategy

- Don't forget synthetic
- API to create & configure monitors
- Access complete monitor script as .json via API and UI
- Collaborate using the powerful tagging system and management zones

Synthetic Manage synthetic monitors, locations, and push external synthetic data to Dynatrace

POST /synthetic/ext/events Pushes external synthetic events to Dynatrace

POST /synthetic/ext/stateModifications Modifies the operation state of all external monitors

POST /synthetic/ext/tests Pushes external synthetic monitors, locations, and results to Dynatrace

GET /synthetic/locations/{locationId} Gets properties of the specified location

GET /synthetic/locations Lists all public locations available for your environment

GET /synthetic/monitors/{monitorId} Gets parameters of the specified synthetic monitor

PUT /synthetic/monitors/{monitorId} Updates parameters of the specified synthetic monitor

DELETE /synthetic/monitors/{monitorId} Deletes the specified synthetic monitor

GET /synthetic/monitors Lists all synthetic monitors in your Dynatrace environment

POST /synthetic/monitors Creates a new synthetic monitor

```
    "navigate",
    "for": ""
  },
  "page_complete": "text",
  "network": "text",
  "next_event": "text",
  "time": "text",
  "validation": "text",
  "waitFor": "network",
  "click": "click",
  "waitFor": "network",
  "type": "css",
  "value": "#loginForm\\:loginLink"
}
```

DEMO



More exciting things ahead



Private browser monitors



API monitoring with multi-request HTTP monitors



Improved error stats & new metrics (User Timing API, Time to first meaningful paint, etc.)



Session replay for Synthetic



Annotate synthetic data

Upgrade tools and support

<https://community.dynatrace.com/community/x/u5PUDg>

What's new

This is your hub for [webinars](#), [blogs](#), [customer letters](#), and [frequently asked questions](#).



Explore Dynatrace

Check here for information on how to get started with exploring the capabilities of Dynatrace Synthetic Monitoring.



Product updates

Learn more about [recent changes](#) and [improvements](#) to Dynatrace Synthetic Monitoring.



Test conversion

Explore this section for information on [how to convert tests](#) from Classic to Dynatrace Synthetic Monitoring.



- Community-based Upgrade Center is one-stop for all upgrade-related help and information

Automatic account provisioning and linking

Dynatrace platform: AI-powered, automated, enterprise grade

Dynatrace set out to redefine monitoring and created the Dynatrace platform, an all-in-one platform for digital experience analytics, application performance management, cloud and infrastructure monitoring.

We want to invite you to try the Dynatrace platform. As part of the platform, we've reinvented synthetic monitoring which is an essential part of the all-in-one approach to monitoring. Take the opportunity to explore the benefits of the platform which monitors every user, every application, anywhere and helps you analyze application performance for across your applications' full stack, down to each individual transaction across all layers and technologies.

We have created a new Dynatrace account associated to your email address. If you already have a Dynatrace account, click on the Explore Dynatrace button and use your email address and previous password to login. If you do not have a Dynatrace account, [initialize your password first](#), then click the Explore Dynatrace button to login.

For more help check out our [Community resources](#) on how to setup Explore Dynatrace

Primary user

We need a primary user to control access to the new platform for your account. If you are not the Primary User we recommend that you contact that person to proceed with this process.

The new Dynatrace platform uses your email address as the user name. If the email address shown is incorrect, you must change it first before proceeding. [Click here to change email address.](#)

Dynatrace data centers are available worldwide. For optimum performance, select the data center where your monitoring data is to be stored.

When you select Continue, a new Dynatrace Synthetic account will be created and all active users within the Portal will be invited automatically. [Click here to learn more.](#)

Dynatrace username
demouser1.video@dx.dynatracelabs.com

First name
demo

Last name
user1

Region
Select region ^
US East - Virginia
US West - Oregon
EU West - Ireland
AP Southeast - Sydney

Get started **Create account** **Summary**

Get started **Create account**

Conratulations!

We have created a new Dynatrace account for you to explore the exciting features of the new Dynatrace platform. Press the Explore Dynatrace button to continue.

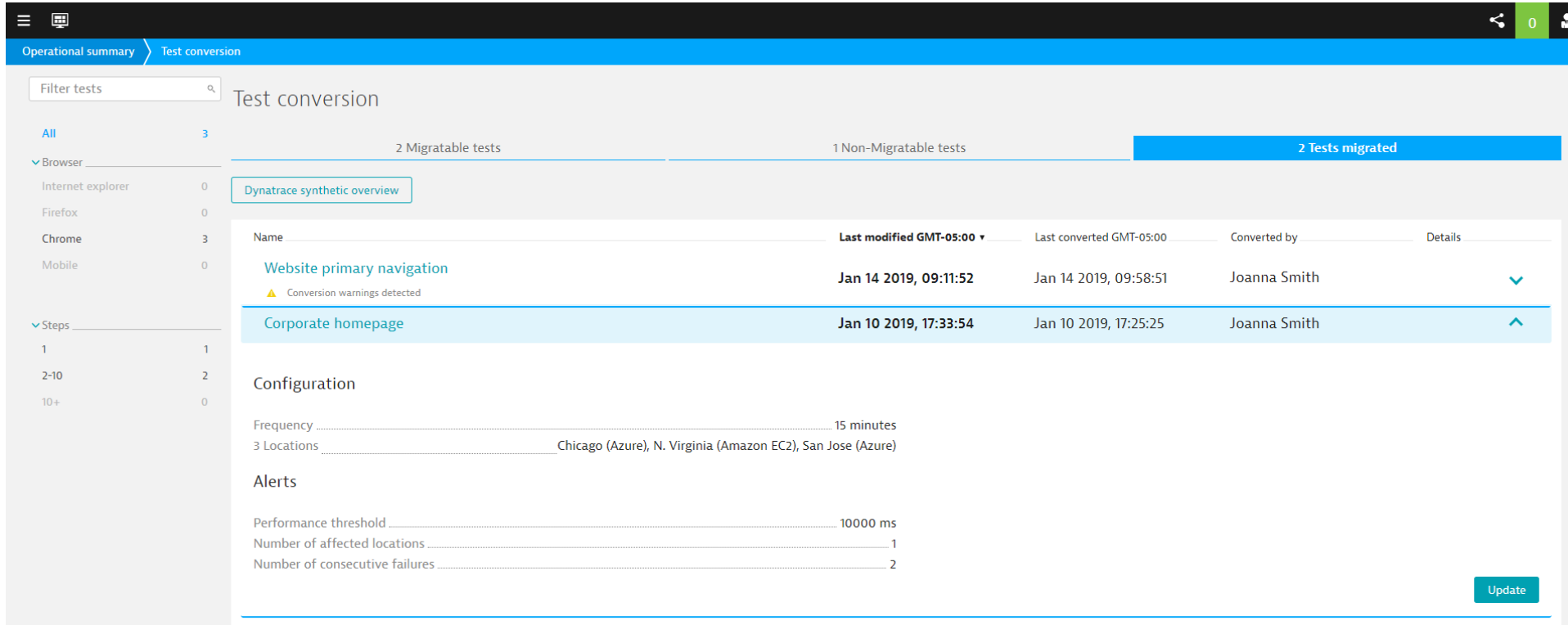
demouser1.video@dx.dynatracelabs.com Primary user	https://tqu44043.live.dynatrace.com Tenant URL	US East - Virginia Region	United States Country
--	---	------------------------------	--------------------------

5 Additional users

- demouser2.video@dx.dynatracelabs.com
- demouser3.video@dx.dynatracelabs.com
- demouser4.video@dx.dynatracelabs.com
- demouser5.video@dx.dynatracelabs.com
- markeshelby.convertdemo1@dx.dynatracelabs.com

- Automatically create a Dynatrace account and tenant linked to your Classic account
- Invites all users (same email domain) to save time
- Linking with Managed accounts can also be done by contacting Dynatrace

Automated Test Conversion



The screenshot shows the Dynatrace 'Test conversion' interface. At the top, there's a navigation bar with 'Operational summary' and 'Test conversion'. Below this, a sidebar on the left allows filtering tests by browser (Internet explorer, Firefox, Chrome, Mobile) and steps (1, 2-10, 10+). The main area displays a table of test conversion results. The table has columns for Name, Last modified GMT-05:00, Last converted GMT-05:00, Converted by, and Details. Two tests are listed: 'Website primary navigation' and 'Corporate homepage'. Below the table, there's a 'Configuration' section with fields for Frequency (15 minutes), Locations (Chicago (Azure), N. Virginia (Amazon EC2), San Jose (Azure)), and Alerts (Performance threshold 10000 ms, Number of affected locations 1, Number of consecutive failures 2). An 'Update' button is at the bottom right.

Name	Last modified GMT-05:00	Last converted GMT-05:00	Converted by	Details
Website primary navigation	Jan 14 2019, 09:11:52	Jan 14 2019, 09:58:51	Joanna Smith	⌵
Corporate homepage	Jan 10 2019, 17:33:54	Jan 10 2019, 17:25:25	Joanna Smith	⌴

Configuration

Frequency: 15 minutes
 3 Locations: Chicago (Azure), N. Virginia (Amazon EC2), San Jose (Azure)

Alerts

Performance threshold: 10000 ms
 Number of affected locations: 1
 Number of consecutive failures: 2

[Update](#)

- Test conversion can handle conversion of almost any Backbone test
- Handles locations, frequency, response time alerts, transaction failure alerts and folders automatically
- Handles almost every action including custom Javascript actions

Assistance is available to get you there

Self service

- Use the self-service tools to create accounts and convert tests.
- Move at your own pace, using Community resources to help.
- Customer support will assist you if you need help.

Support Assistance

- Assigned a customer support representative for coordination
- Support does the conversion for you

Business Insights

- Everything done for you as part of your Business Insights contract

Next steps

- For Classic customers upgrading:
 - Review the Upgrade Center on the community:
 - <https://community.dynatrace.com/community/x/u5PUDg>
 - Review the 10 minute end-to-end upgrade video
 - <https://community.dynatrace.com/community/x/NYAbDw>
- Visit us at the Digital Experience Management innovation tower
- Breakout session: Dynatrace Digital Experience Innovation and Roadmap
 - Wednesday, 11.00-11:30am, Brera 1-3

Let us know how we did!

- 2 minute survey
- Find it from the Perform app menu
- Complete survey for each breakout you attend

Track = Digital Experience

