

Improving Business Outcomes with Digital Experience

Panel Discussion

 dynatrace
Perform



Jaime D'Anna
Sr Solution Dir, Dynatrace



Carlos Gutierrez-Menoyo
Sr Operations Mgr, Royal Caribbean, Intl



Venkat Rayabudi
Mgr of eCommerce Operations, Neiman
Marcus



Royal Caribbean

INTERNATIONAL

LARGEST GLOBAL CRUISE LINE

25 SHIPS AT SEA

5 SHIPS IN DEVELOPMENT

50+ YEARS OF INNOVATION

COUNTLESS INDUSTRY "FIRSTS" INCLUDING ONBOARD SKY-DIVING, SURF SIMULATORS, AND THE WORLD'S FIRST ROBOTIC BARTENDERS



CARLOS GUTIERREZ-MENOJO

Carlos joined Royal Caribbean in 2013 as an analyst. As a member of their digital marketing leadership team, he now leads a team of highly experienced professionals who's focus is everything BizDevOps. From automatic pipelines, to service virtualization, to all things DEM, Carlos and his team are constantly asking themselves and those around them: "How can we make this better"?

Royal Caribbean sets the standard for cruise vacations, thanks to a company culture that expects nothing less than continuous improvement and an unwavering commitment to guest satisfaction. By seamlessly fusing digital innovations, they ensures that the guest experience always comes first.



GUSTAVO BARROSO



SANDRA RODRIGUEZ



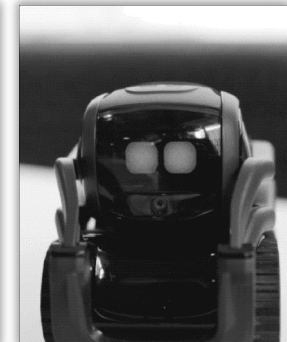
EDUARDO HUACUZ



BERENICE MORALES PISTE

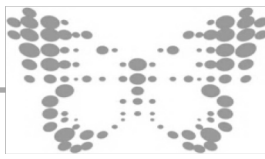


ALEX OLIVA



ASK ABOUT SMART HOMES I

About NeimanMarcus



- Five luxury retailers — Neiman Marcus, Bergdorf Goodman, Last Call, Horchow and mytheresa.com — make up the Neiman Marcus Group.
- Founded in 1907
- 42 Neiman Marcus stores across the United States
- Two Bergdorf Goodman stores in Manhattan
- 29 Last Call clearance centers
- 3 Last Call Studios
- Serving online customers including mobile through ecommerce websites for the last 17 years



eCommerce Operations

Highly passionate to work on performance, monitoring, resiliency and stability. Leads team focusing on delivering business results by focusing on performance engineering and automation areas. Always striving on improving IQ, EQ and LQ. Works with macro patience and micro speed.



Resources

- www.dynatrace.com
 - 15-Day Free Trial
 - Collateral, Videos, Case Studies
- Dynatrace Blog

Thank you

 dynatrace
Perform