4 Questions:

- Where are we today?

- How we got the plan?

- Our drivers:
  - Facing new technology
  - Facing new environments
  - Facing new users

- With all the variables – where are we heading?

ABOUT US.

Principal®
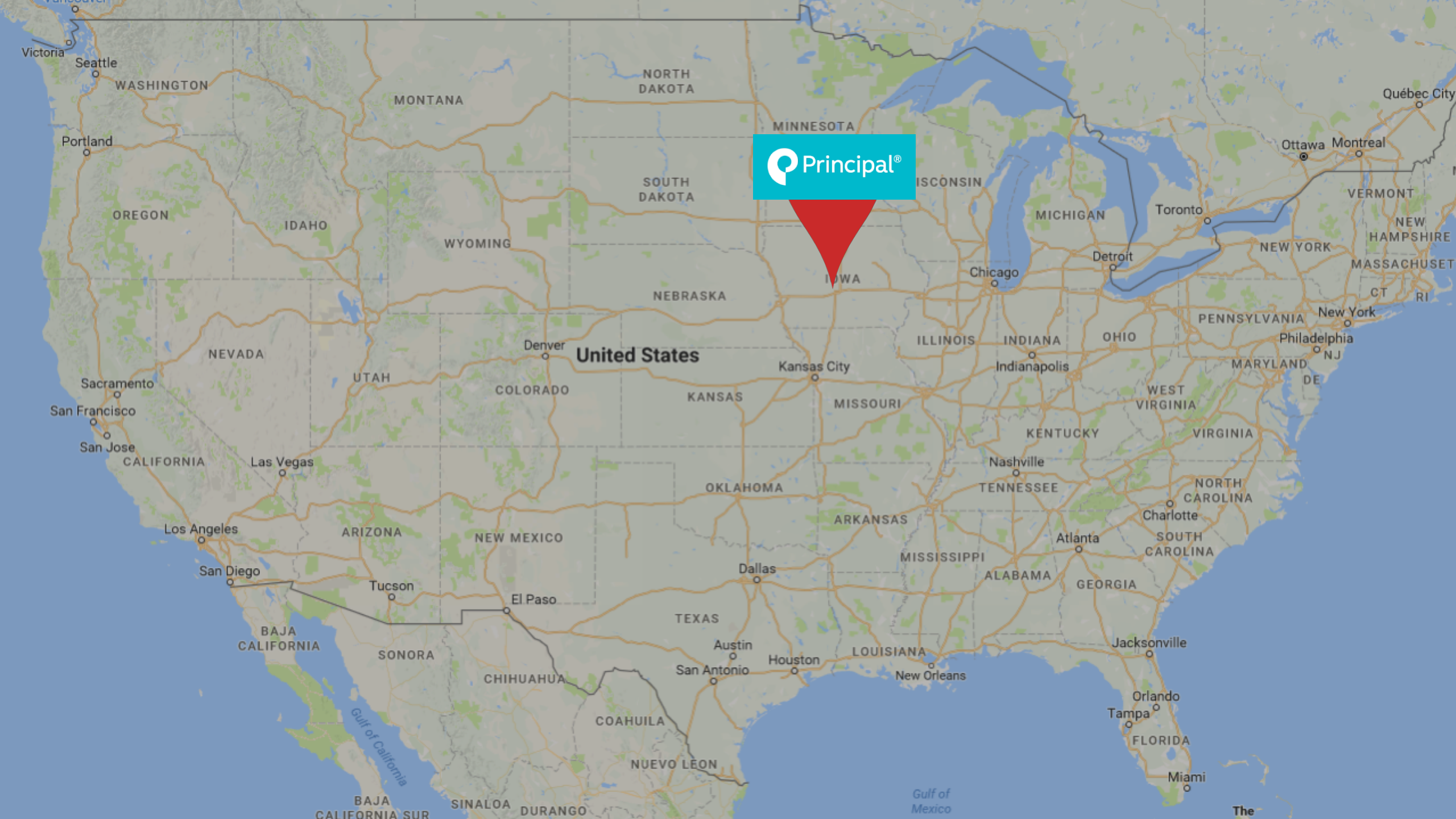
Who we are

- Founded in 1879 as an insurance company.

- Today, we're a member of the FORTUNE 500® and a global investment management leader.

- Publicly traded as PFG on NASDAQ

- $655.5 billion in Assets

- 100 Best Places to Work in IT - Computerworld

- More than 14,000 employees worldwide

- Business Units:
  - Retirement and Income Solutions
  - Principal Global Investors
  - Principal International (Principal Chile – Implementing AppMon)
  - U.S. Insurance Solutions

A little about me:
Ryan Heard,
IT Application Analyst-Sr

- Team Leader for the DevOps Performance team within the Retirement Income Solutions organization

- Measuring front to back performance and availability from the customer point of view

- Working across the enterprise to support the Dynatrace AppMon environment and to advance APM practices/culture across all of Principal.

Dynatrace AppMon 7.0

- Dynatrace AppMon customer since January 2016

- 2017 Dynatrace AppMon Stats:
  - 1,000+ Agents
  - 1,100+ Application Definitions
  - 100 Million UEM Visits
  - 500 Million+ User Actions
  - 10 Billion+ PurePaths

- 2017 Dynatrace AppMon advancement:
  - Upgrade to AppMon 7.0 – Introduced the Web Client to our users
  - Shift Left - Implemented AppMon monitoring for application integration tests
  - Instrumented AppMon agents for Java processing on z/OS
  - Export PureLytics stream for deeper analysis

Dynatrace AppMon 7.0

- Realization of the value AppMon provides:

    - 2 Years of Experience with AppMon

    - Clear visibility into all layers of our application environments

    - Ability to understand when performance impacts are happening

    - Quickly identify where and why problems are occurring

    - Evaluating and improving performance during the development phase

    - Ease of use – Usage extends beyond our Power Users.

- Challenges we've faced:

    - Single profile shared across organization

    - Shared infrastructure

    - Scaling on-prem AppMon to maintain availability and reliability

    - Rich Client users can impact AppMon's availability

   - The Web Client has helped prevent this

HOW WE GOT THE PLAN

Principal®

Perform 2017 - AppMon meet Dynatrace

- PERFORM 2017 (Our Rookie Year)

  - First exposure to Dynatrace, and that it was a different product than AppMon

  - Opportunity to hear and gain an understanding of Dynatrace and the difference in features.

  - Networking with customers using Dynatrace

  - Speaking with Dynatrace professionals
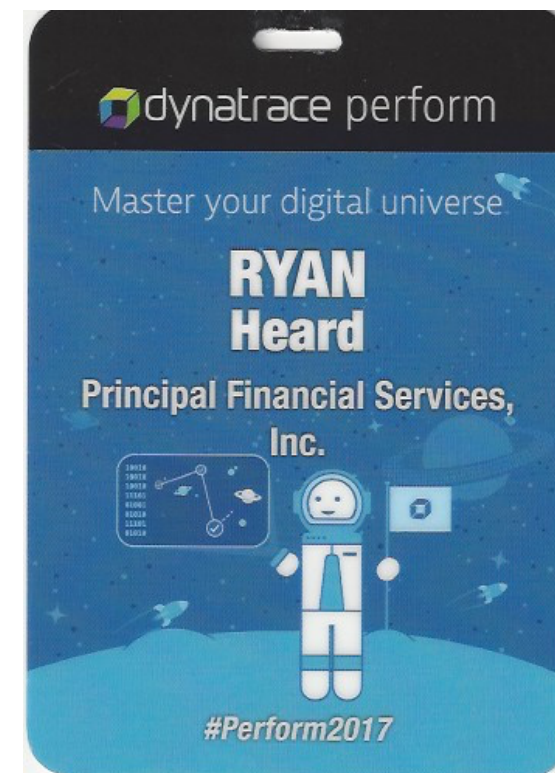
The Flight back to Des Moines

More questions than answers

- Why would we choose to use Dynatrace over AppMon

- What are real differences between AppMon and Dynatrace

- What are the licensing differences and how does the OneAgent work

- How do you transition to Dynatrace

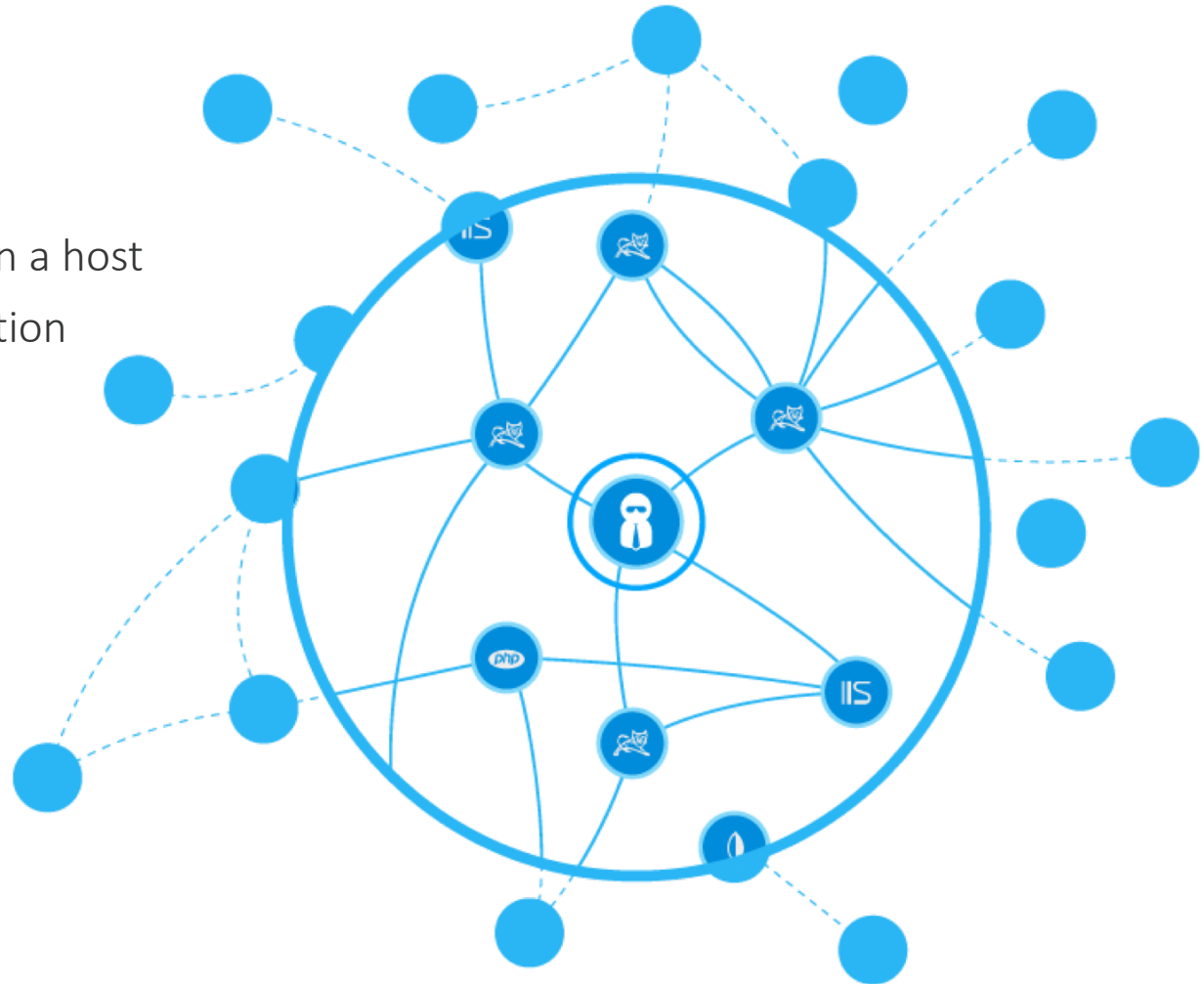- What is the impact on our community of users

Features that stood out

- ## OneAgent

  - The ease of support with a 1 time install on a host
  - Technology/Language agnostic auto detection
  - Auto detection of applications
  - But… how does it really work?

- ## Machine Learning/AI

  - Davis
  - Auto issue discovery
  - Self-Healing

Seeking more information

- Learning more
  - Dynatrace Documentation
  - Dynatrace community

- Leveraging our account representatives:
  - Answers to our questions
  - Demo that is relevant to our environment
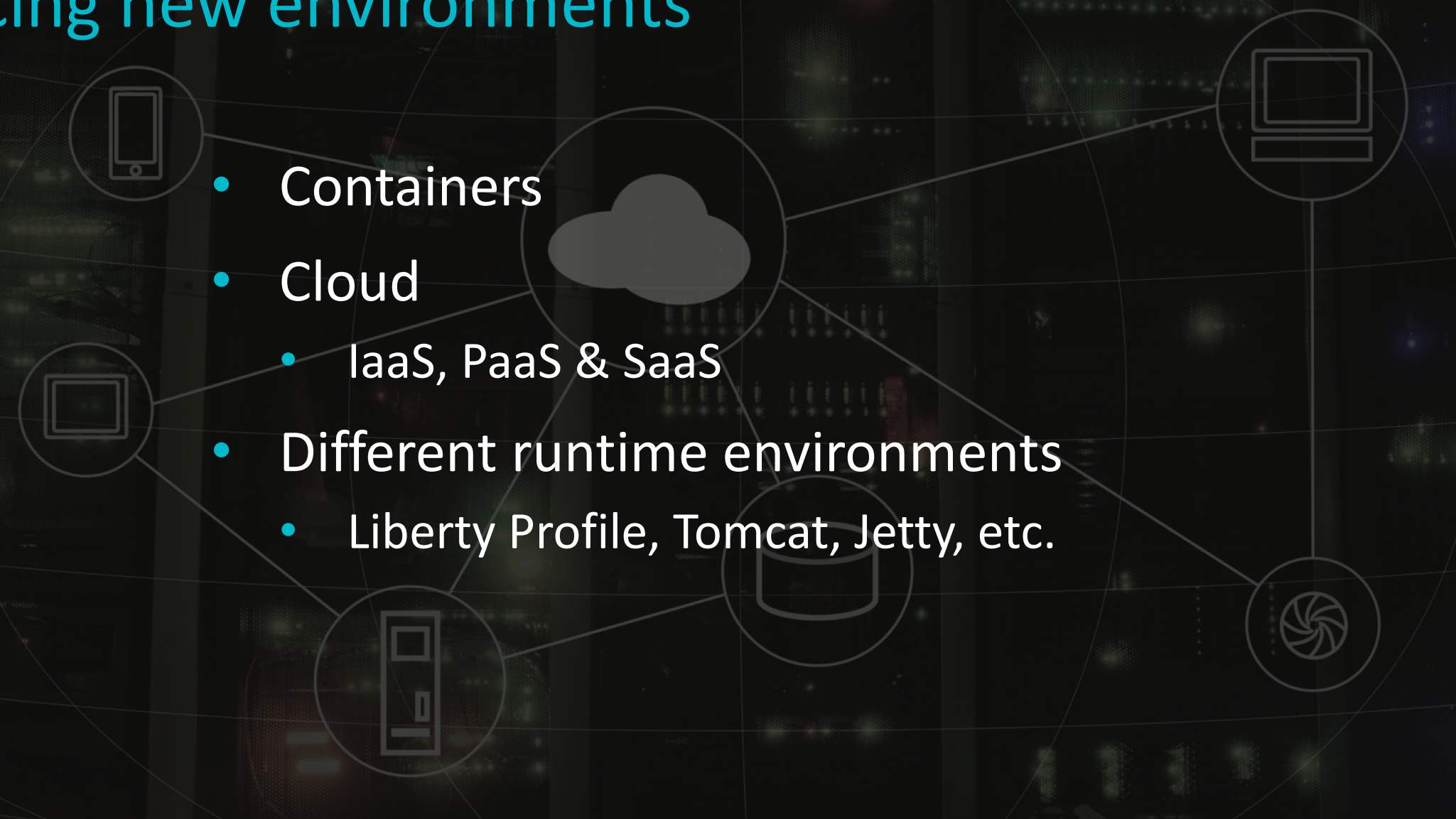 - Important to have someone familiar with our environment and challenges

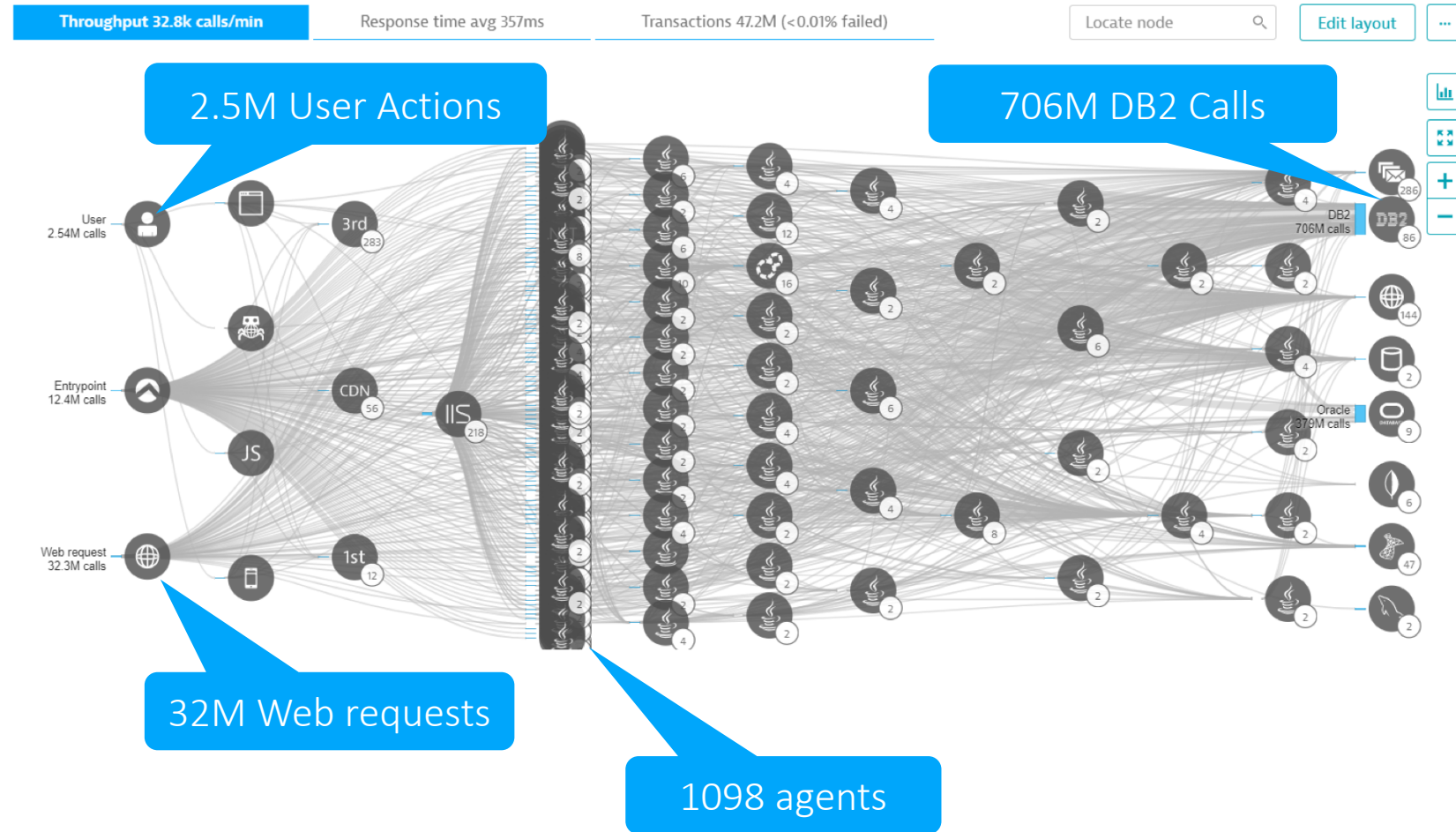# OUR DRIVERS

Principal®

Facing new environments

- Containers
- Cloud
  - IaaS, PaaS & SaaS
- **Different runtime environments**
  - Liberty Profile, Tomcat, Jetty, etc.

Facing new technology

- Microservices

- REST APIs

- CDN

- Technology integrations

- Tooling integrations

30 Minute Overview

Throughput 32.8k calls/min | Response time avg 357ms | Transactions 47.2M (<0.01% failed)

Locate node | Edit layout

2.5M User Actions

706M DB2 Calls

32M Web requests

1098 agents

dynatrace | Principal®

#Perform2018

ruxit

Applications
9

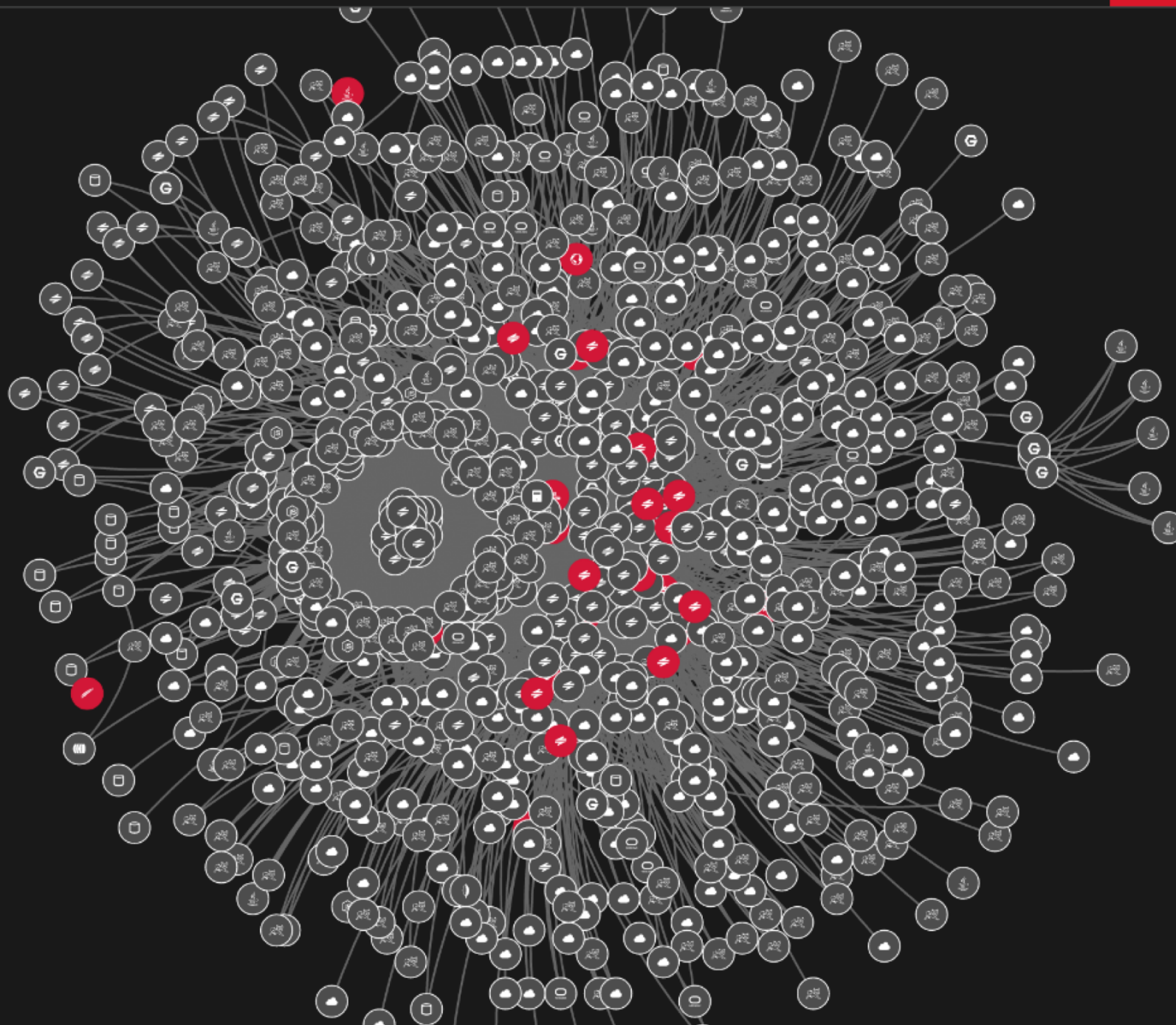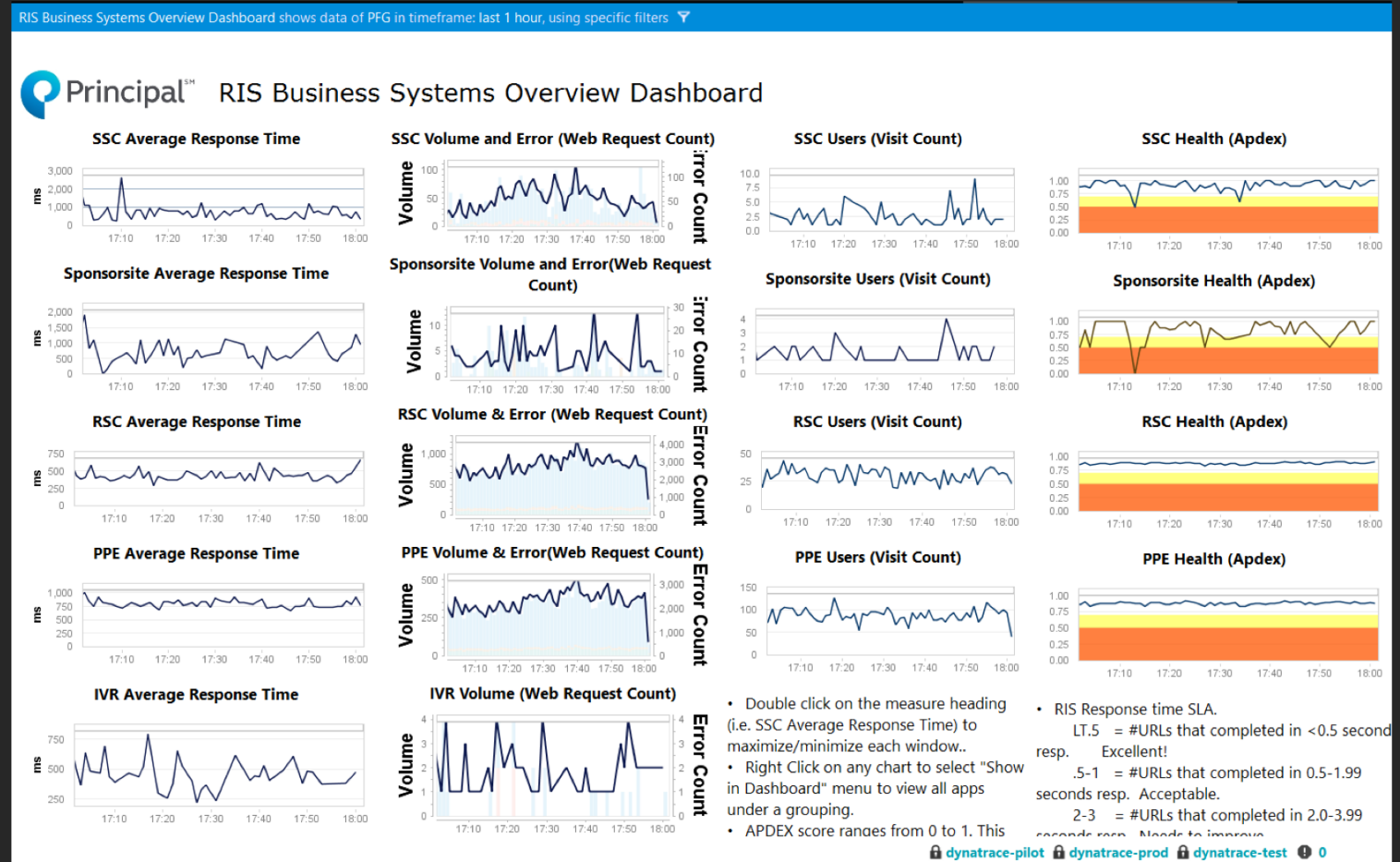Services
30/3304

Processes
3/10424

Hosts
142

Datacenters
7

Facing New Users

- Continuing to drive APM culture across the organization.

- Performance monitoring/evaluation in CI/CD

- Need for better business level views

- Expanding visibility into the Integrated Operations Center

- Result – Continued expansion of the number of Dynatrace users

Before we can get started

- Choosing the right initial applications to start with

- Internal Information Security Assessments

- Working with Dynatrace account contacts to assess licensing for OneAgent

Plan Moving Forward

- Get comfortable with the environment and the SaaS solution

- Identifying where/when to use Dynatrace vs. AppMon
    - What are the benefits and gaps with each

- Develop the plan to transition existing application from AppMon to Dynatrace
    - Custom measures
    - Dashboards
    - Incidents/Notifications
    - Historical Performance Data

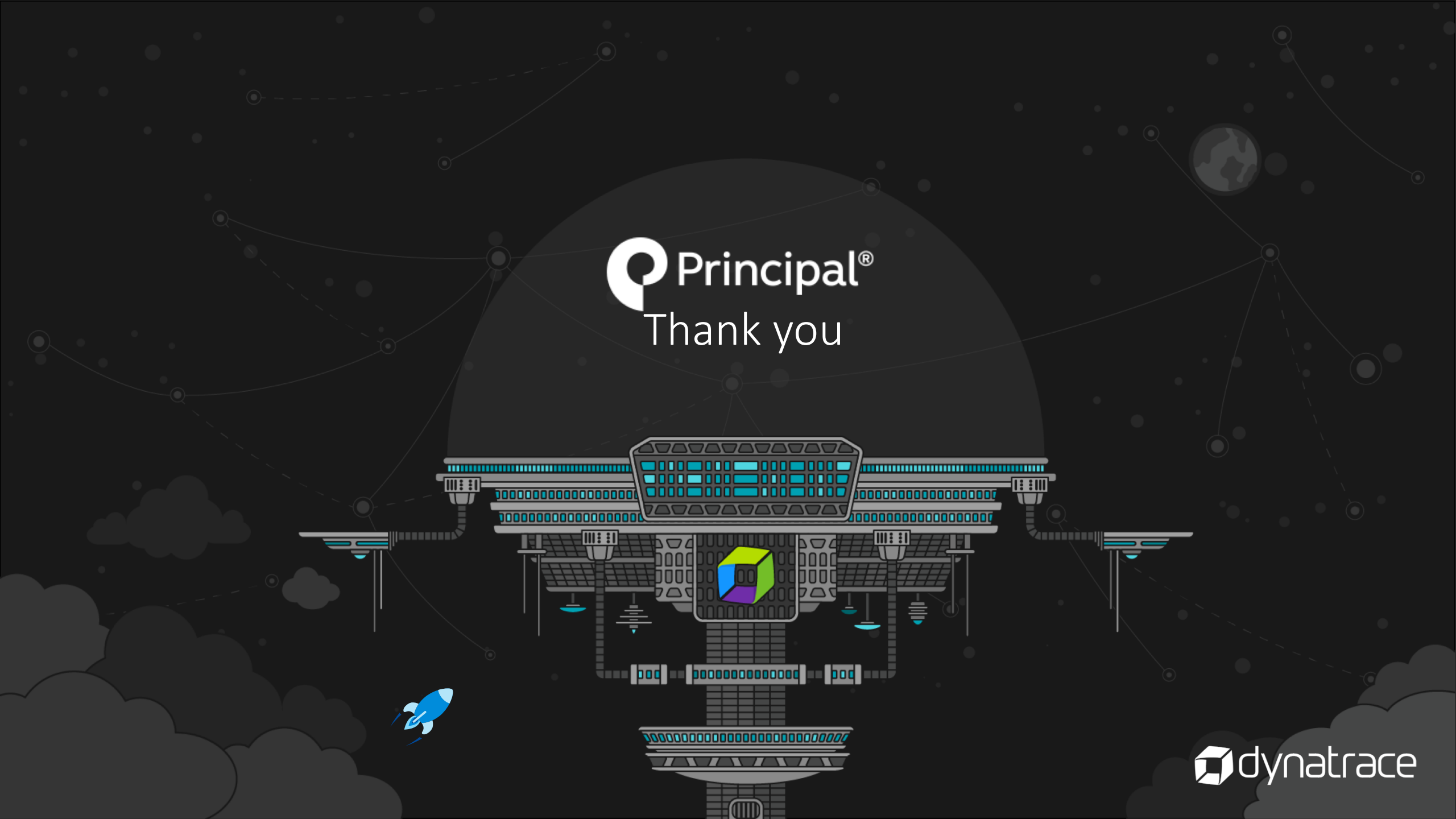- Providing the training and education for the switch

Why is now the right time?

- In 2016 AppMon gave the deep dive PurePath visibility we needed
  - Many of the features we relied on in AppMon have sense been migrated into Dynatrace

- New technologies – rapidly changing environments

- Ease of maintenance

- AI/Machine Learning, Automation, Davis

- Recent announcement of the AppMon ➡ Dynatrace integration

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Thank you

dynatrace