

Aeroporti di Roma Gets More Travelers to their Destination on Time with Dynatrace





Industry

Transportation

About Aeroporti di Roma

- Largest airport operator in Italy
- Almost 50 million travelers annually
- Connecting 100+ airlines across two airports
- ~€1 billion annual revenue (2019)

Story Snapshot

- **Better service** — Enabling punctuality for >99% of daily flights
- **Greater efficiency** — Time spent triaging issues reduced by 70%
- **Secure innovation** — Vulnerabilities automatically prioritized
- **Faster resolutions** — Teams get precise answers within milliseconds

Building a modern travel experience

Digital systems are at the heart of Aeroporti di Roma's (ADR) efficiency, underpinning all critical airport processes that keep travelers moving, including security checks, border control, baggage handling, airside operations, and traveler information systems such as those used for check-in and travel updates.

ADR relied on multiple third-party systems integrators to share information on the performance of software and its impact on travelers' experiences and satisfaction. However, this reliance on multiple systems and third parties, manual triaging, and no single source of truth complicated efforts to resolve issues quickly or optimize experiences. Having just one critical application offline for a few minutes could lead to huge queues at check-in, border control, or baggage handling desks, risking travelers missing their flights. To create best-in-class airport experiences for passengers, ADR needed an in-house observability and security platform that could unify data from across its hybrid-cloud environment

Seamless integration and automation

ADR selected Dynatrace for the platform's ability to unify observability and security data from its on-premises and cloud infrastructure. Dynatrace's extensive automation capabilities would enable ADR to optimize its services and resolve issues, without time-consuming manual human intervention. ADR was also attracted by Dynatrace's ability to seamlessly integrate with its existing IT Service Management solution. Dynatrace automatically creates tickets when it discovers problems, identifies the root cause, and instantly routes them to the right team

within ADR to facilitate proactive resolution.

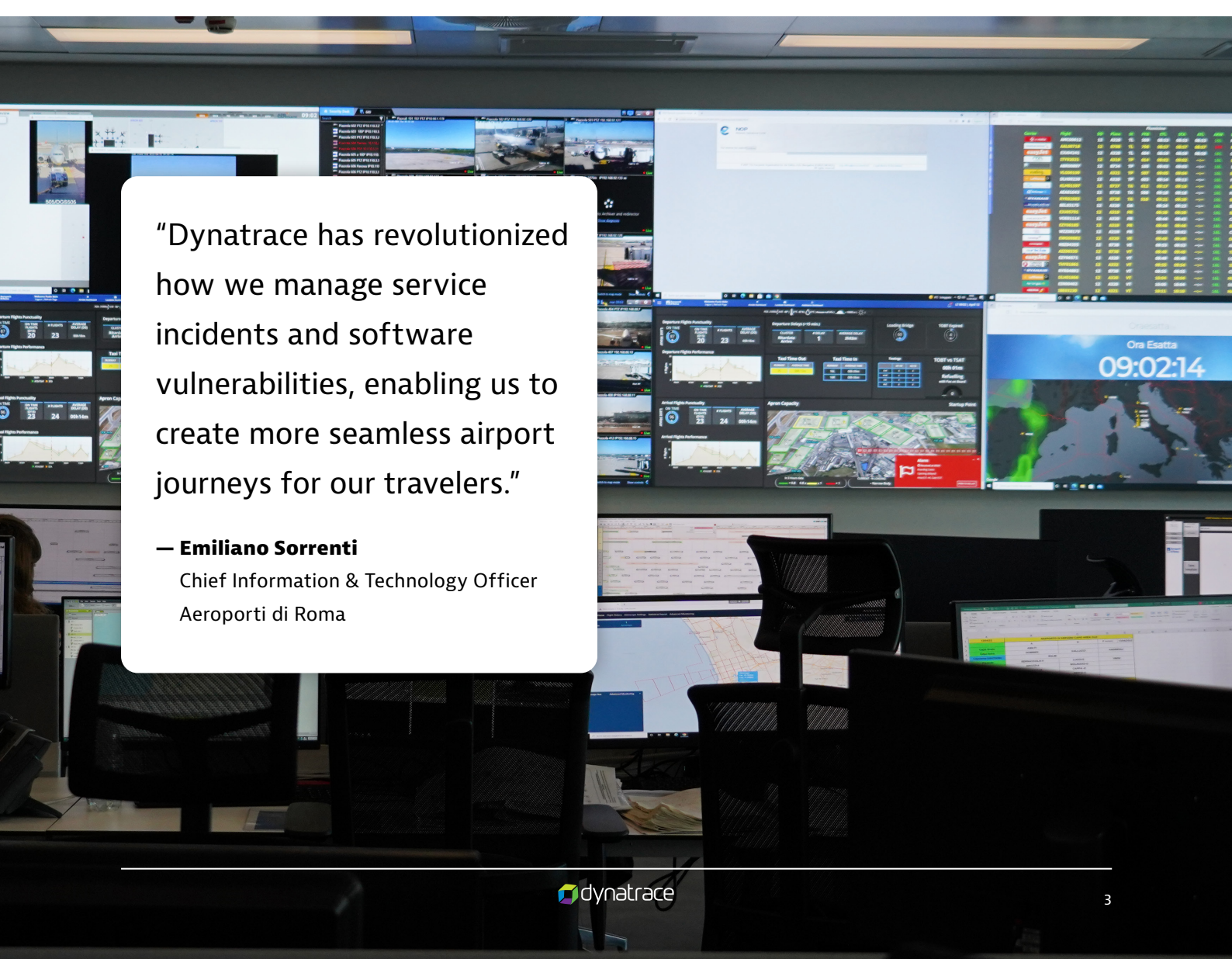
"Having all our data in the Dynatrace platform enables us to optimize and safeguard the systems our customers rely on easily and proactively. That means we can create a better airport experience for our travelers and, ultimately, get more of them to their destination on time," said Emiliano Sorrenti, Chief Information and Technology Officer at ADR.

Life with Dynatrace

• **Unparalleled travel experiences** —

Precise AI-powered answers from Dynatrace help ADR automatically uncover the root-cause of bottlenecks in critical applications so teams can continuously optimize airport

experiences. This capability has enabled ADR to keep travelers flowing through its airports quickly and efficiently, including processing 90% of travelers through security in 3 minutes, enabling punctual arrivals and departures for more than 99% of daily flights*, and guaranteeing that 13 million bags reach more than 200 destinations each year. Thanks to these service levels, Fiumicino Airport was recently rated "Best Airport in Europe with Over 40 million Passengers" by Airports Council International (ACI) for the sixth consecutive year. Fiumicino also received a 5-Star Airport Rating from Skytrax earlier this year, making it the second European airport to achieve this rating.



"Dynatrace has revolutionized how we manage service incidents and software vulnerabilities, enabling us to create more seamless airport journeys for our travelers."

— **Emiliano Sorrenti**

Chief Information & Technology Officer
Aeroporti di Roma

- **Improved operational efficiency** — Dynatrace seamlessly integrates with ADR's existing IT Service Management solution. It automatically creates tickets when it discovers problems and instantly routes them to the right team within ADR, along with precise root cause analysis, to facilitate proactive resolution. This has reduced the time teams spend triaging issues by 70%.
- **Faster vulnerability resolution** — Dynatrace alerts ADR to any new security vulnerabilities as they emerge in its environments, while automatically prioritizing them based on the risk to the airports' systems and travelers. These insights enable the ADR team to resolve vulnerabilities quickly, minimizing airport

disruption. For many types of incidents, ADR has even been able to use Dynatrace's AI capabilities to create automated workflows that enable applications to self-heal without the need for human intervention.

"Dynatrace has revolutionized how we manage service incidents and software vulnerabilities, enabling us to deliver seamless airport journeys for our travelers," continued Sorrenti. "Automation from Dynatrace has improved the reliability and security of our critical airport services. We've eliminated the manual toil from vulnerability scans and triaging problems. Instead, the answers from Dynatrace empower us to jump straight into a resolution with our partners. Ultimately, that keeps travelers flowing through our airports with ease."



Having all our data in the Dynatrace platform enables us to optimize and safeguard the systems our customers rely on easily and proactively

— **Emiliano Sorrenti**

Chief Information & Technology Officer
Aeroporti di Roma



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.

Curious to see how you can simplify your cloud and maximize the impact of your digital teams? Let us show you. Sign up for a [free 15-day Dynatrace trial](#).

 [dynatrace.com/blog](#)

 [@dynatrace](#)

