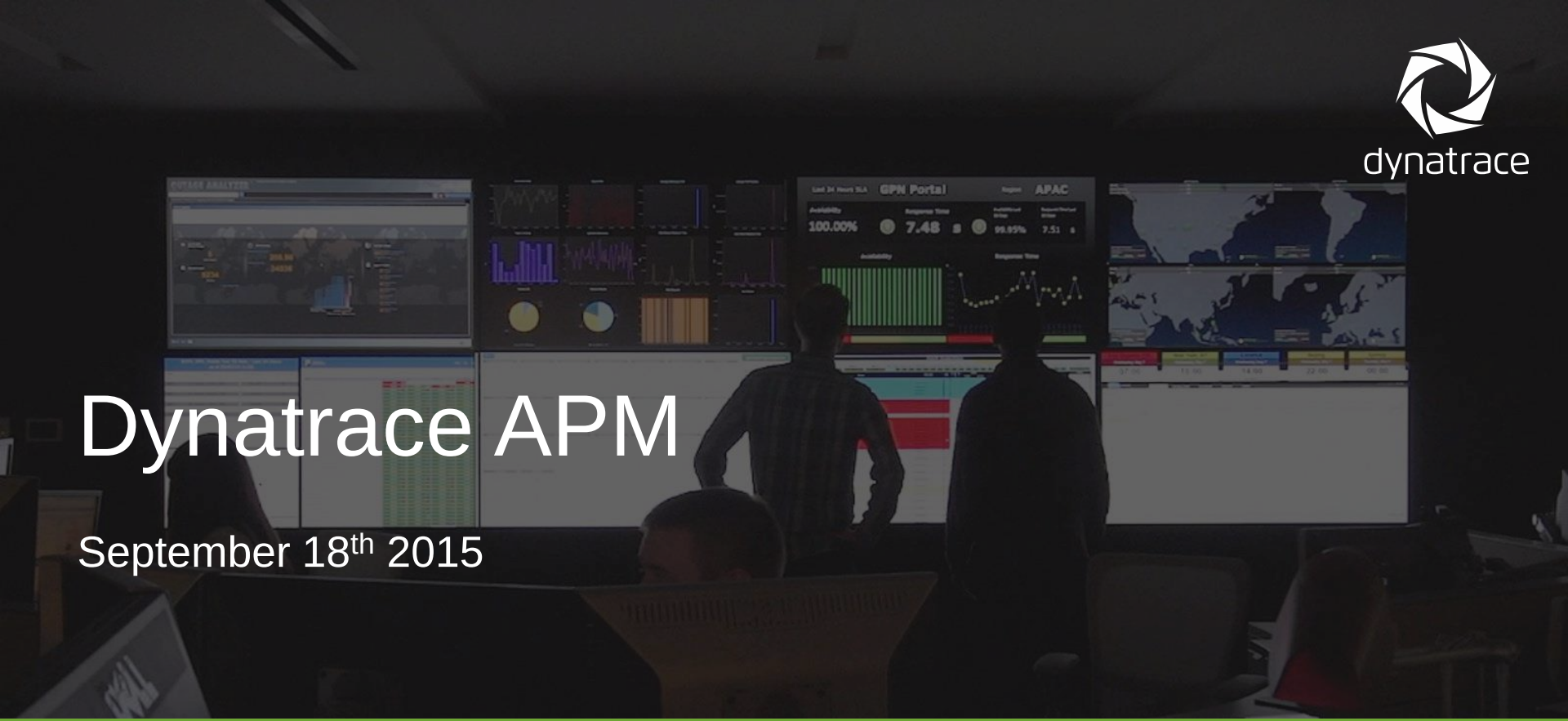


dynatrace

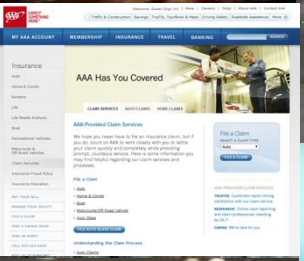
Dynatrace APM

September 18th 2015

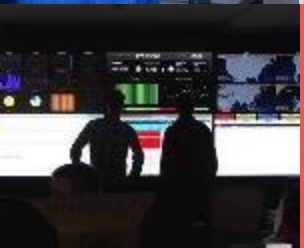
Mike Ditmar | APM Sales Engineer

Digital is Changing The Game Of Business

80% of all apps are used once, then deleted.



4 out of 5 check their smartphones within the first 15 min of waking up

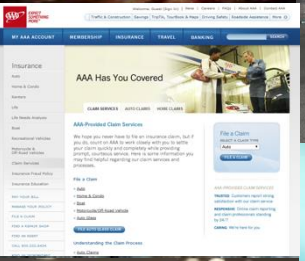


94%

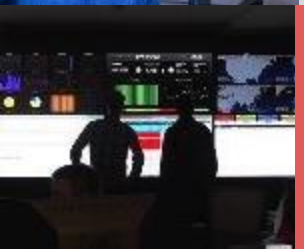
Use smartphones while shopping in store

Existing technology assets are not ready

Mobile performance still **30-40%** slower than Desktop

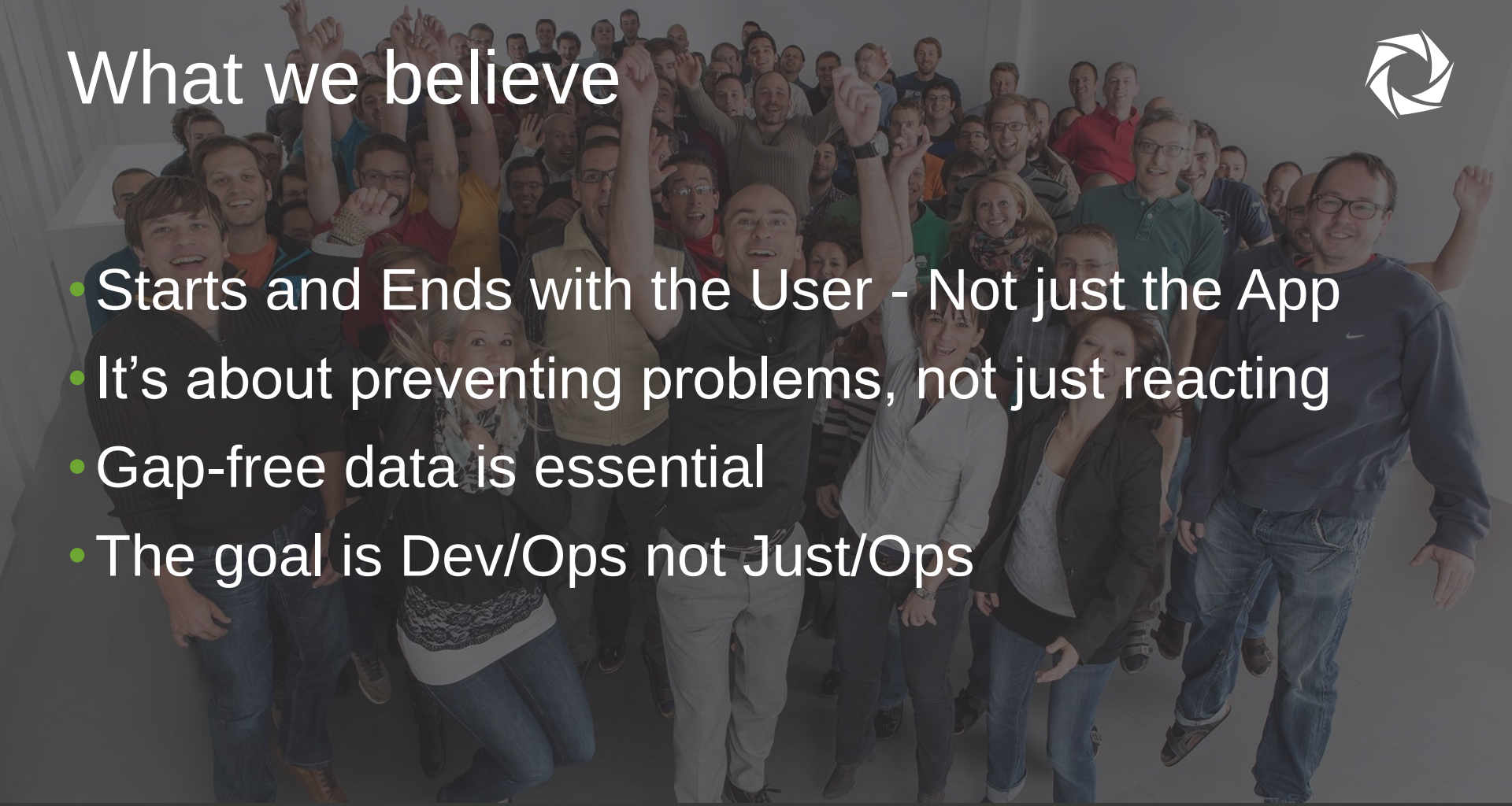


53% of CxOs find understanding customer behavior an **extremely significant challenge**



Only **19%** of executives believe they have the right technology to execute

What we believe



- Starts and Ends with the User - Not just the App
- It’s about preventing problems, not just reacting
- Gap-free data is essential
- The goal is Dev/Ops not Just/Ops

COMPANY CONFIDENTIAL – DO NOT DISTRIBUTE

Mobile • Web • Smart Devices • Cloud Services

User Insights

Application Insights

Java • .NET • PHP • Node.js • z/OS • Nginx

Mobile • Web • Smart Devices • Cloud Services

User Insights

Application Insights

Java • .NET • PHP • Node.js • z/OS • Nginx

Mobile • Web • Smart Devices • Cloud Services

User Insights

SAP • Citrix • Oracle EBS • VoIP • TCP/IP

App-Aware Network Insights

Application Insights

Dynatrace Application Monitoring

Dynatrace User Experience Management

User Insights

Dynatrace Synthetic Monitoring

Dynatrace Data Center Real User Monitoring

App-Aware Network Insights

Lifecycle

Application Insights

Dynatrace Application Monitoring

Expert Services

Dynatrace User Experience Management

User Insights

Dynatrace Synthetic Monitoring

Dynatrace Data Center Real User Monitoring

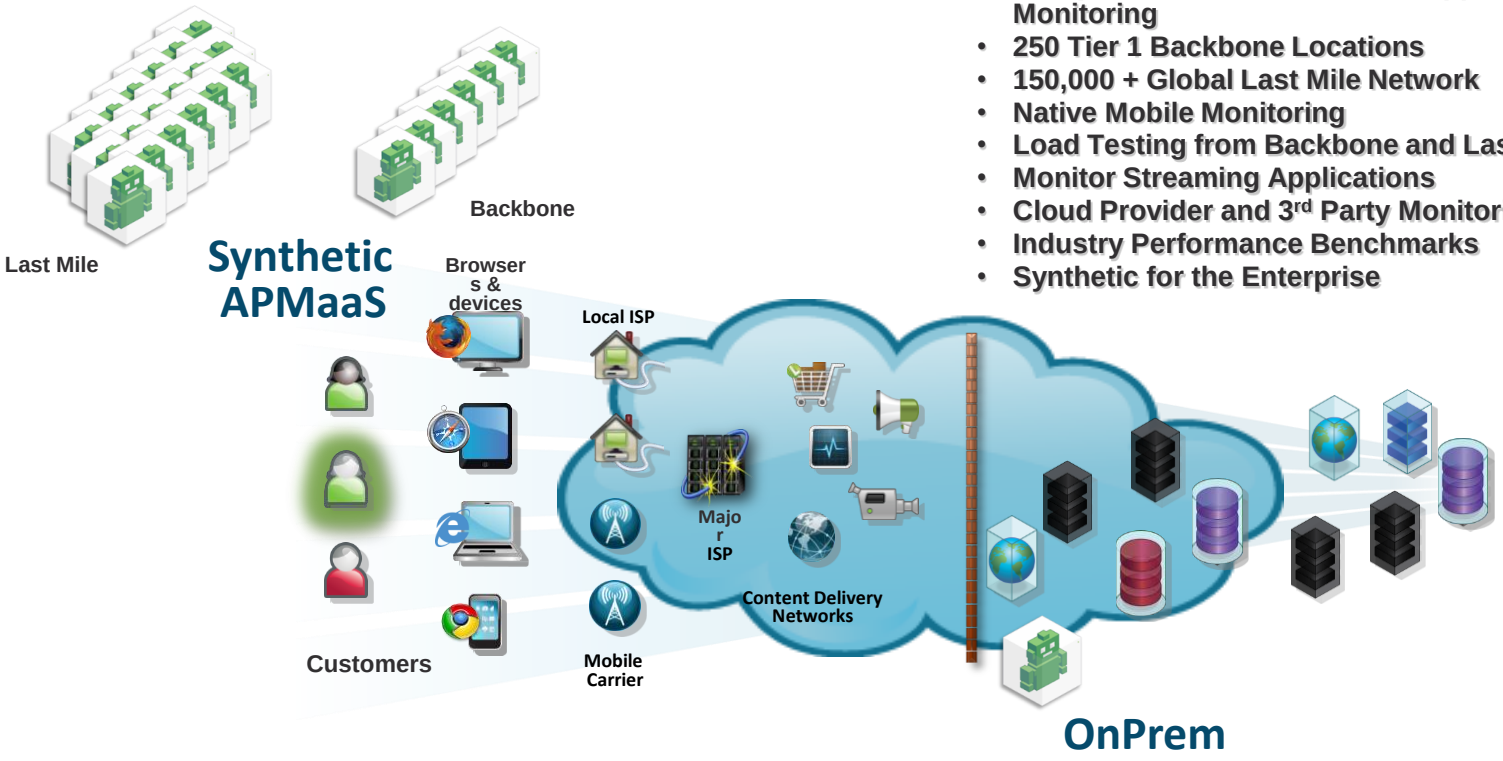
App-Aware Network Insights

User Insights

Dynatrace Synthetic Monitoring

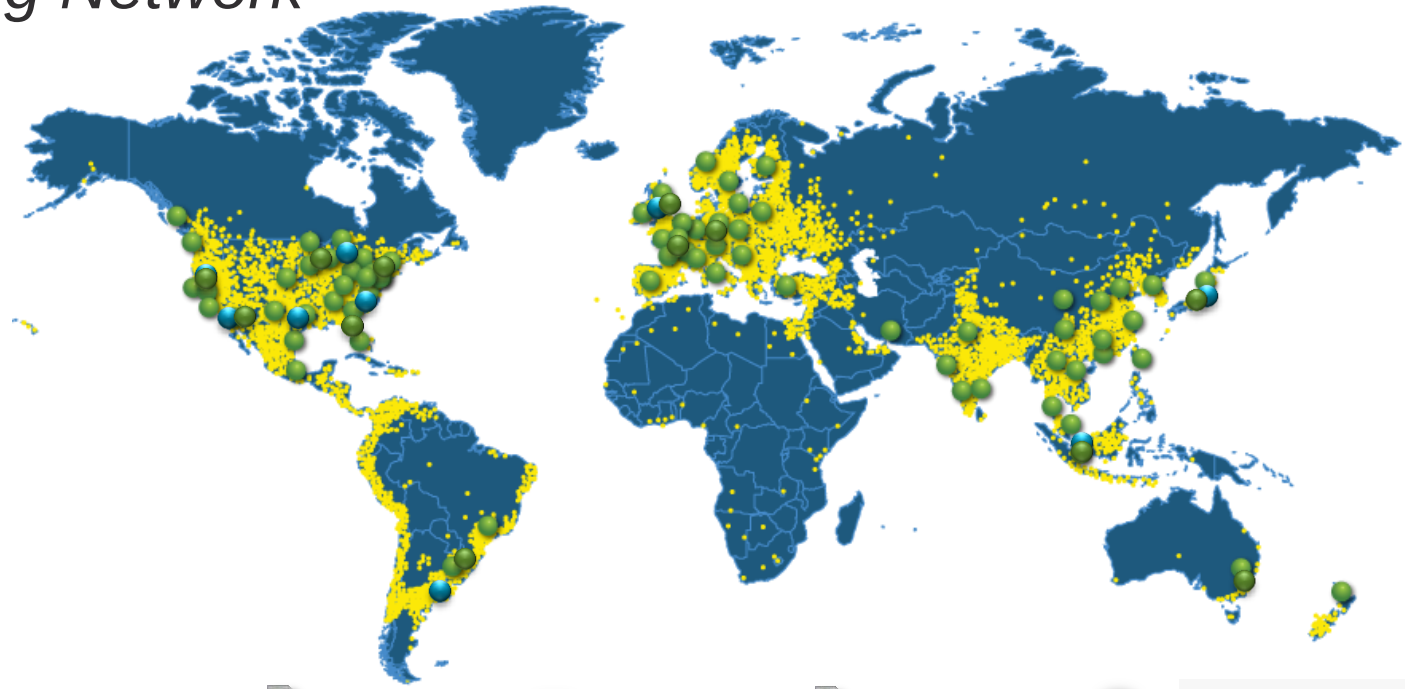
COMPANY CONFIDENTIAL – DO NOT DISTRIBUTE

Dynatrace Synthetic Transaction Monitoring



- Complete 24x7 Internet Based Application Monitoring
- 250 Tier 1 Backbone Locations
- 150,000 + Global Last Mile Network
- Native Mobile Monitoring
- Load Testing from Backbone and Last Mile
- Monitor Streaming Applications
- Cloud Provider and 3rd Party Monitoring
- Industry Performance Benchmarks
- Synthetic for the Enterprise

The World's Most Comprehensive Performance and Testing Network



Synthetic Agents

Deployed and managed by Dynatrace

Backbone

Web Performance Management
100+ locations

Last Mile

Web Performance Management and Load Testing
10,000's+ locations

Cloud

High Volume Load Generation
13 Global locations

Mobile

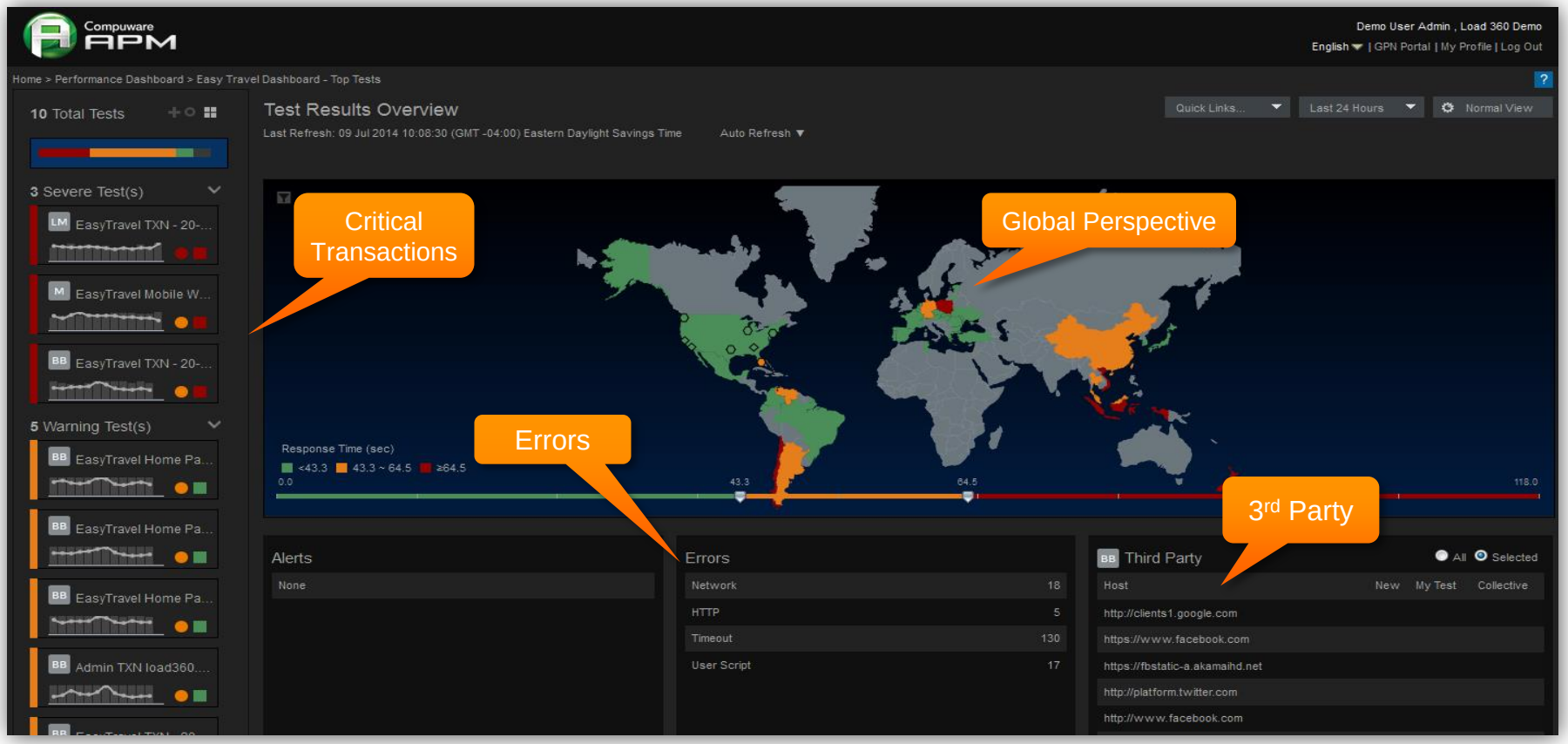
Dozens of countries connected to real wireless carriers

Synthetic Private Agents

Deployed by Customer

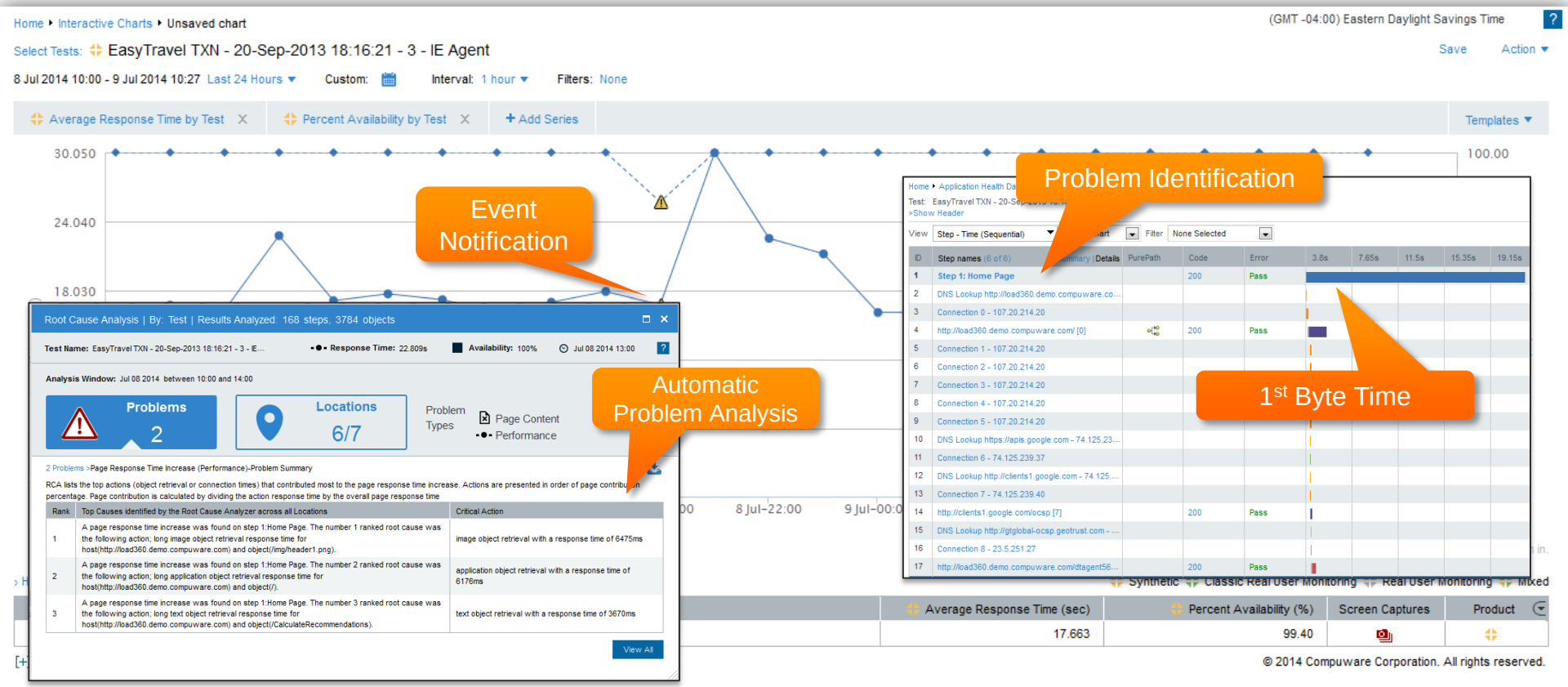
- SaaS Private Agents
- SaaS Private Peers
- Enterprise Synthetic (OnPrem)

APM Portal - Out of The Box Dashboards



COMPANY CONFIDENTIAL – DO NOT DISTRIBUTE

Automated Diagnostics and Drilldown to PurePath



Dynatrace Data Center Real User Monitoring

App-Aware Network Insights

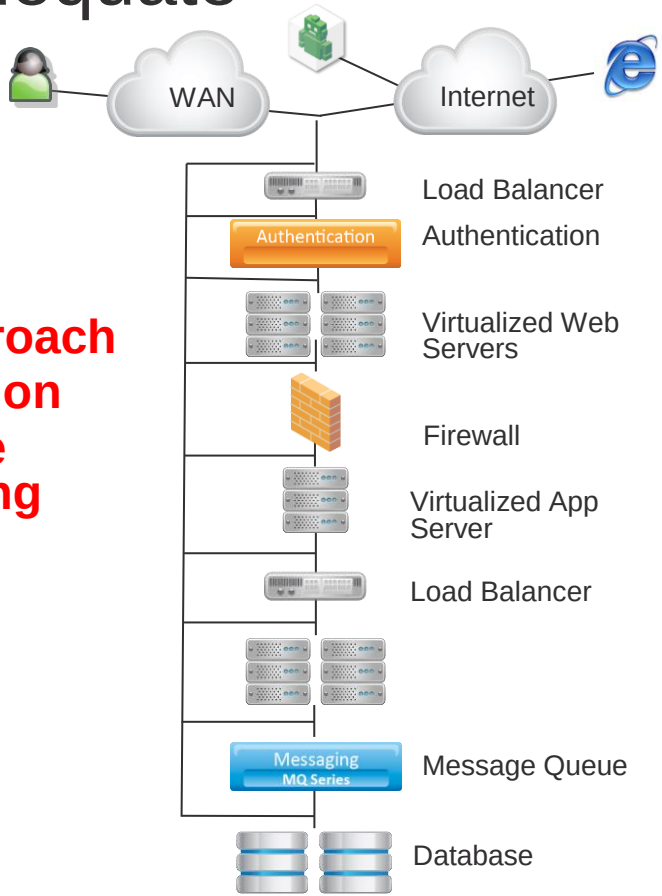
Traditional Monitoring is Inadequate

Component Level Monitoring Tools

- **Authentication Monitoring**
  Imprivata, Zimbra, ActiveIdentity, EMI Security, Juniper J-Web, Juniper
- **Server Monitoring**
  Perfmon, Netcool, Sitescope, Solar Winds, Nimsoft, Nagios, MOM
- **Network Monitoring**
  Netscout, Niksun, NetCool, Opnet, Fluke, Cisco Works, EMC Smarts
- **Virtual Env. Monitoring**
  VMWare, Quest vFoglight, Opnet vMon, ZenOS, NetIQ App Manager
- **Application Monitoring**
  Wily Introscope, Mercury Topaz , OV Transaction Analyzer, ITCAMs, dynaTrace, Optier, IBM ITCAMs
- **Message Queue Monitoring**
  Candle, BMC Middleware Mgmt, Hyperic, Omegamon
- **Database Monitoring**
  Quest Software, IBM Tivoli, Quest Fog Light , Precise, Oracle

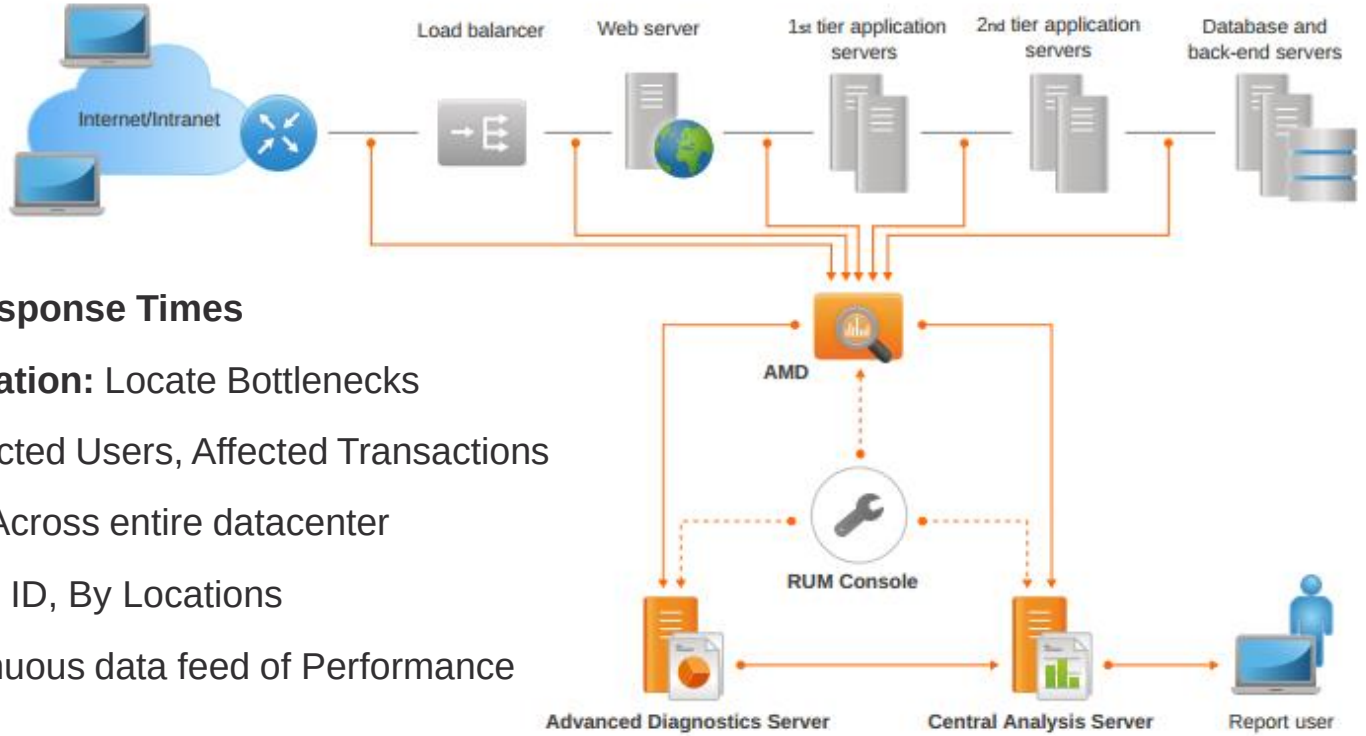
Respons e Time

A Silo Based Approach Makes Correlation And Effective Troubleshooting Impossible



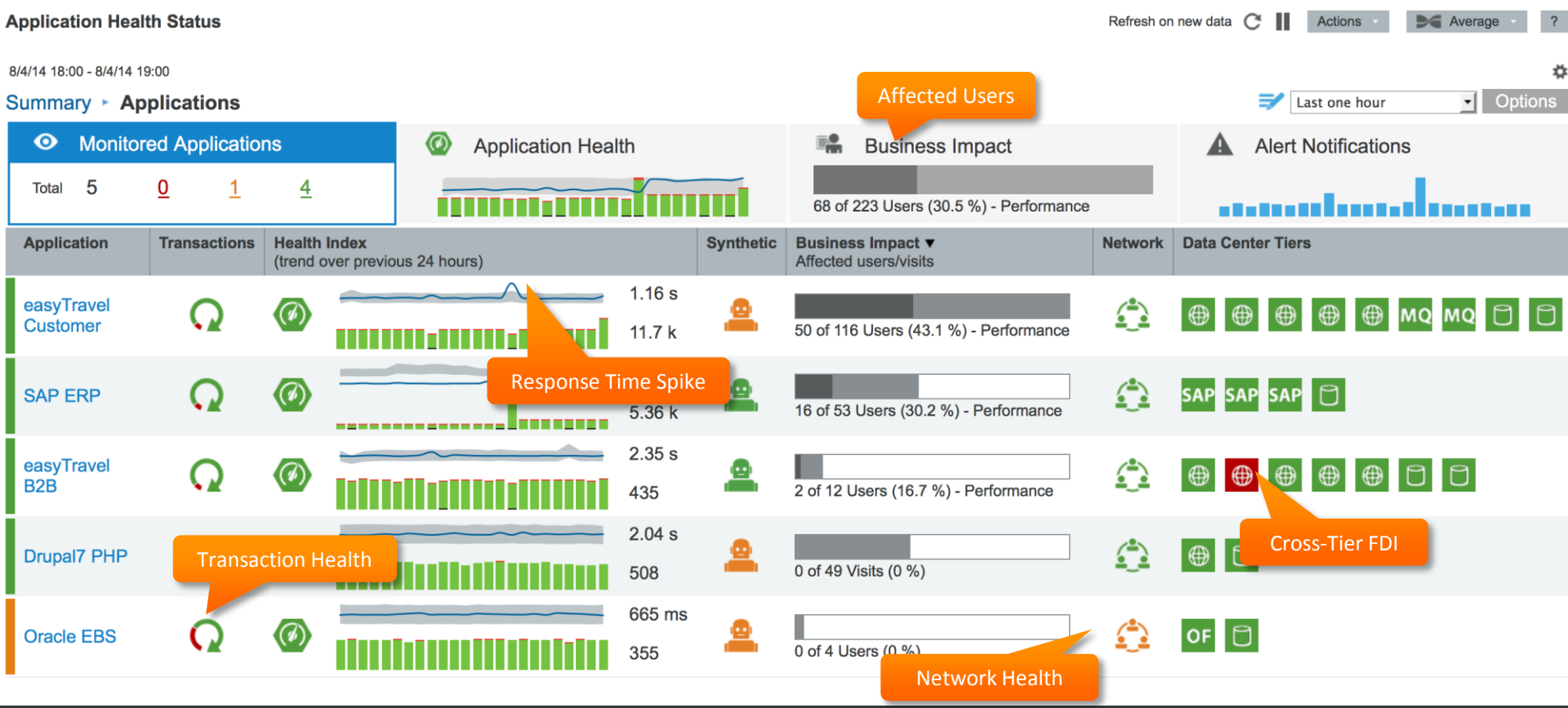
COMPANY CONFIDENTIAL – DO NOT DISTRIBUTE

How Does It Work?

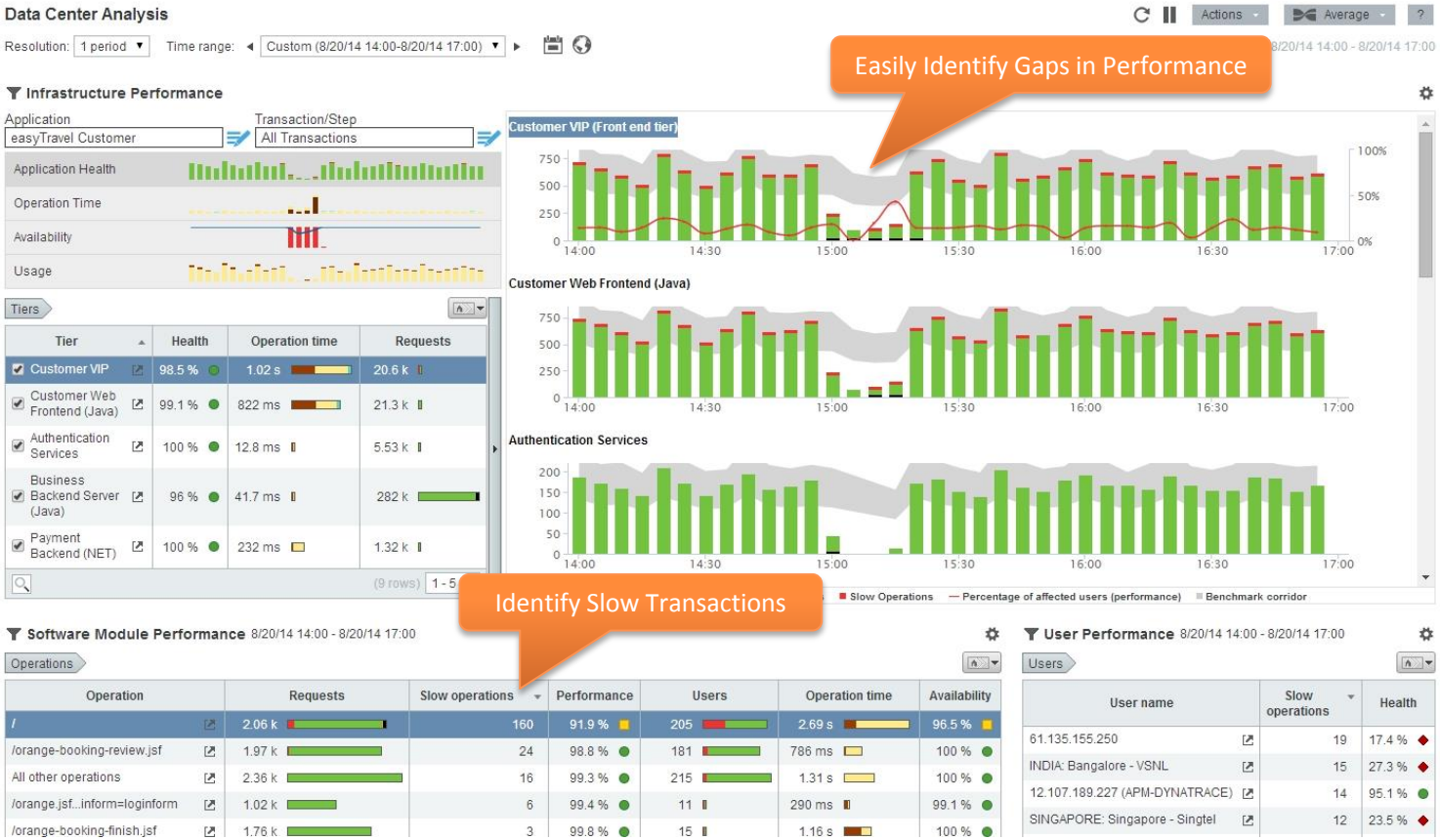


- **Real End-User Response Times**
- **Fault Domain Isolation:** Locate Bottlenecks
- **Prioritization**: Affected Users, Affected Transactions
- **All Applications:** Across entire datacenter
- **All Users:** By User ID, By Locations
- **Always On:** Continuous data feed of Performance

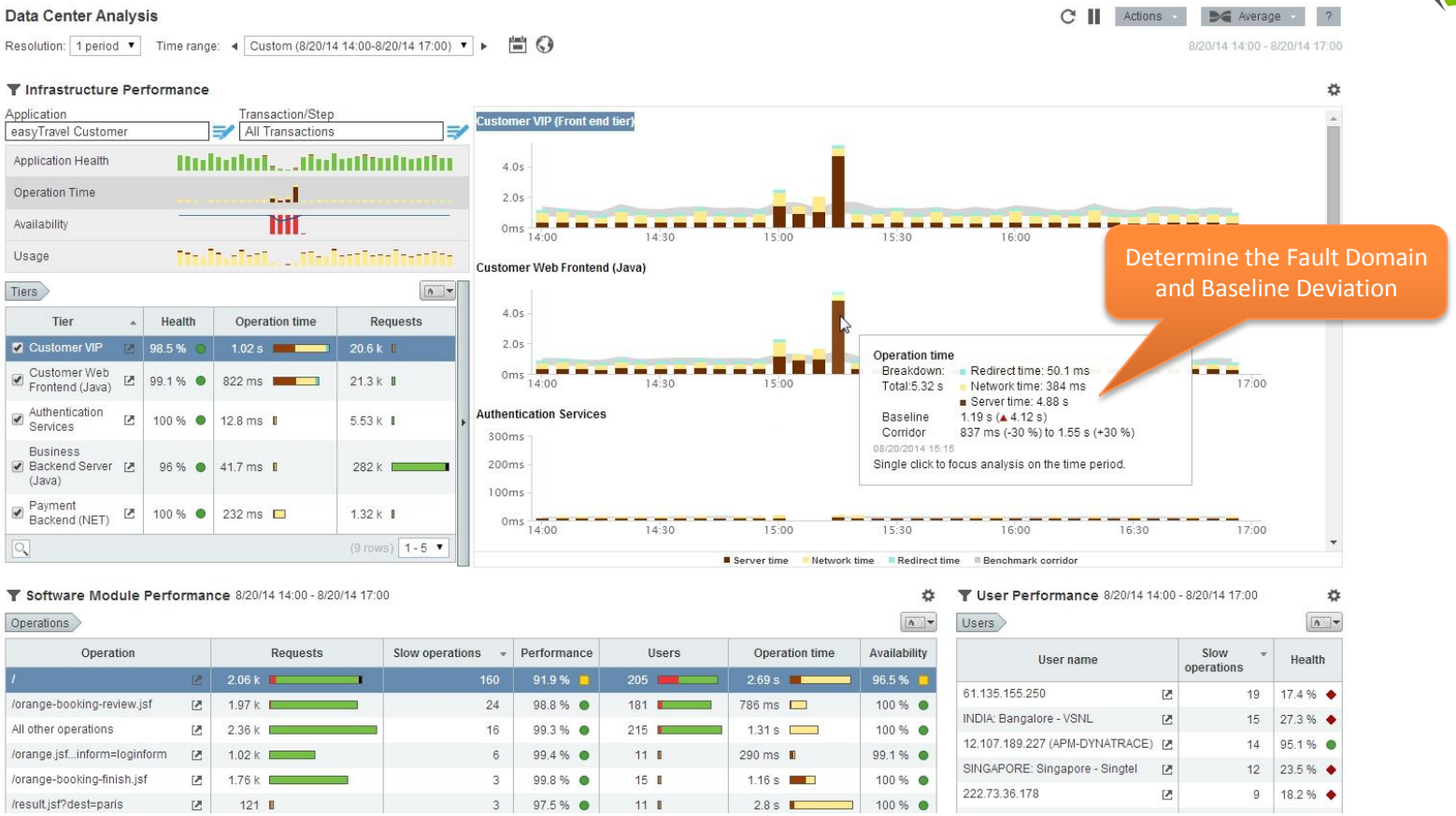
End-to-End Visibility for all Business-Critical Applications



Domain Isolation Across Complex Multi-Tiered Applications



Domain Isolation Across Complex Multi-Tiered Applications



COMPANY CONFIDENTIAL – DO NOT DISTRIBUTE

Application Insights

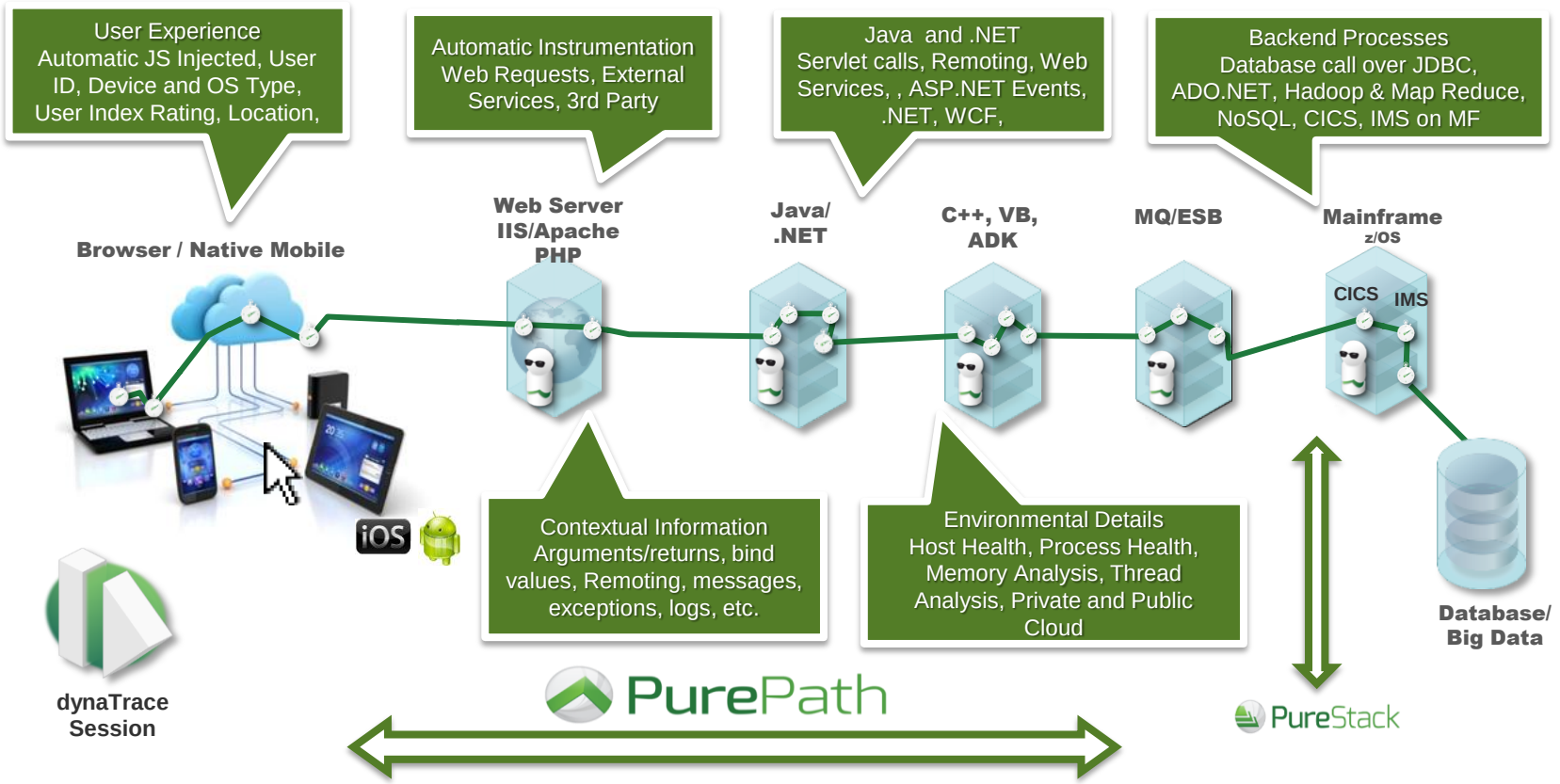
Dynatrace Application Monitoring

Dynatrace User Experience Management

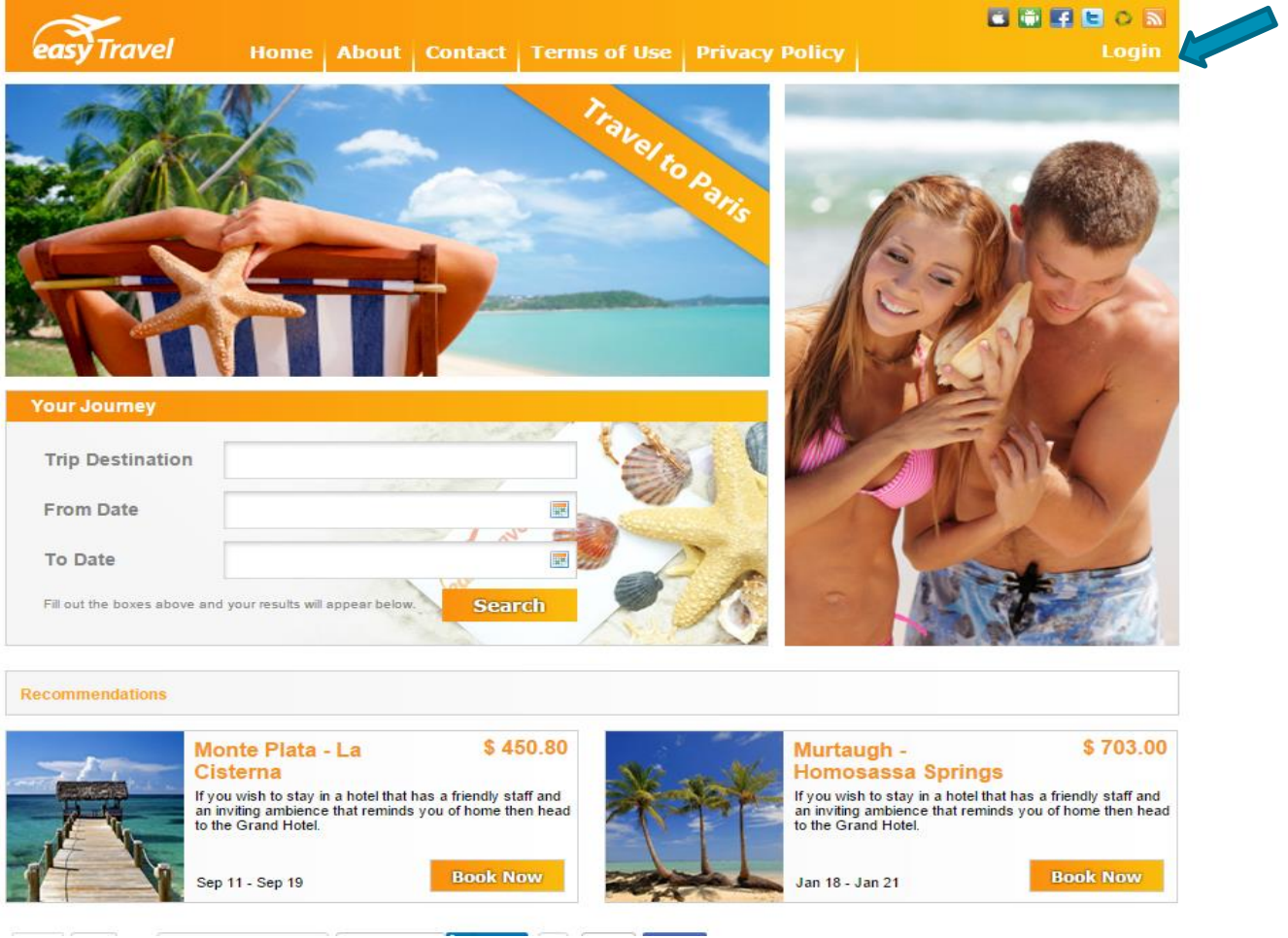
User Insights

COMPANY CONFIDENTIAL – DO NOT DISTRIBUTE

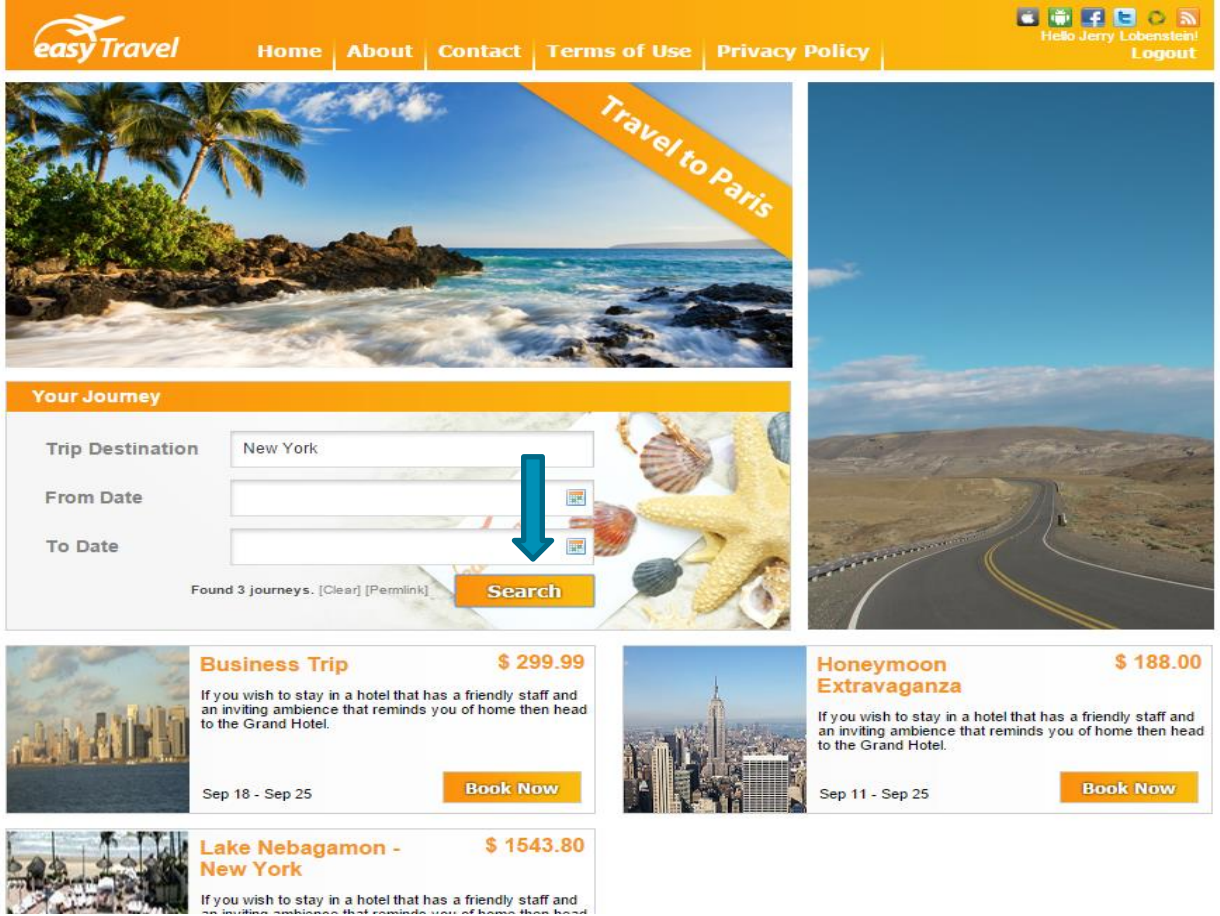
Designed for Complete Transaction Coverage



Login


easyTravel
Home
About
Contact
Terms of Use
Privacy Policy
Login
Travel to Paris
Your Journey
Trip Destination
From Date
To Date
Fill out the boxes above and your results will appear below.
Search
Recommendations
Monte Plata - La Cisterna
$ 450.80
If you wish to stay in a hotel that has a friendly staff and an inviting ambience that reminds you of home then head to the Grand Hotel.
Sep 11 - Sep 19
Book Now
Murtaugh - Homosassa Springs
$ 703.00
If you wish to stay in a hotel that has a friendly staff and an inviting ambience that reminds you of home then head to the Grand Hotel.
Jan 18 - Jan 21
Book Now

Search



COMPANY CONFIDENTIAL – DO NOT DISTRIBUTE

Review

easyTravel Home About Contact Terms of Use Privacy Policy

Hello Jerry Lobenstein!
Logout

Booking Transaction

① Log In ② Review ③ Payment ④ Finish

New Search To look for a different journey please press the New Search button.

Trip details

Journey	Business Trip
Destination	New York
Tenant	Speed Travel Agency
Travellers	2 adults

Flight price

Round-trip ticket	$ 171.02

Hotel price

1 room, 7 nights	$ 399.06
Taxes and fees	$ 29.90
Total	**$ 599.98**
Avg/person	$ 299.99

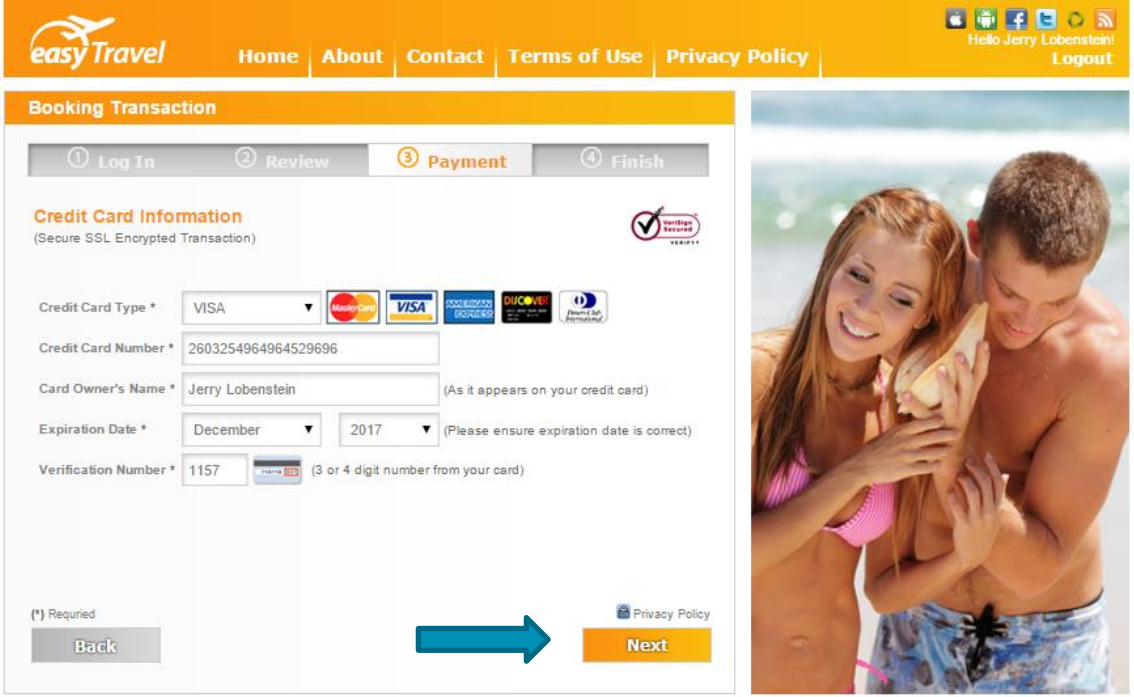
Back Next

G+1 356 Follow @dynatrace 8,255 followers Share Pin it Like Sign Up to see what your friends like.

FARE TERMS AND CONDITIONS: Sample round-trip and one-way fares posted on www.easytravel.com are per person and include all applicable taxes and fees including, but not limited to September 11th Security Fee of up to $500 for each flight segment originating at a U.S. airport; Passenger Facility Charges of up to $18, depending on itinerary; Federal Segment Fees of $3.70 per segment; and foreign and U.S. government-imposed-charges of up to $400 per international round-trip flight, depending on routing and destination. A flight segment is defined as one takeoff and one landing. Fares are subject to availability and change without notice. If advertised fare is not available for dates chosen, higher fares may be offered. Actual prices may vary based on actual routing, fluctuations in currency (international only), and day of week.

localhost:8079/orange-booking-payment.jsf?journeyId=5

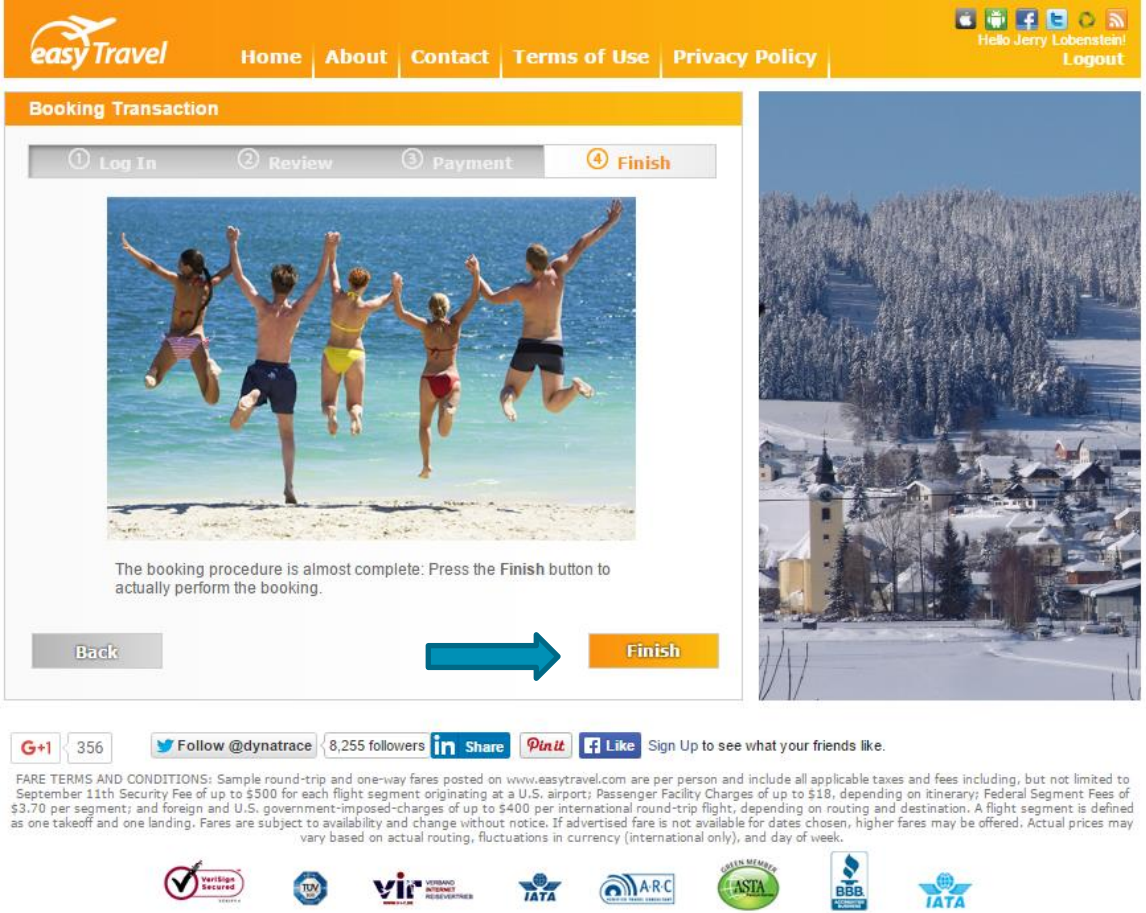
Purchase

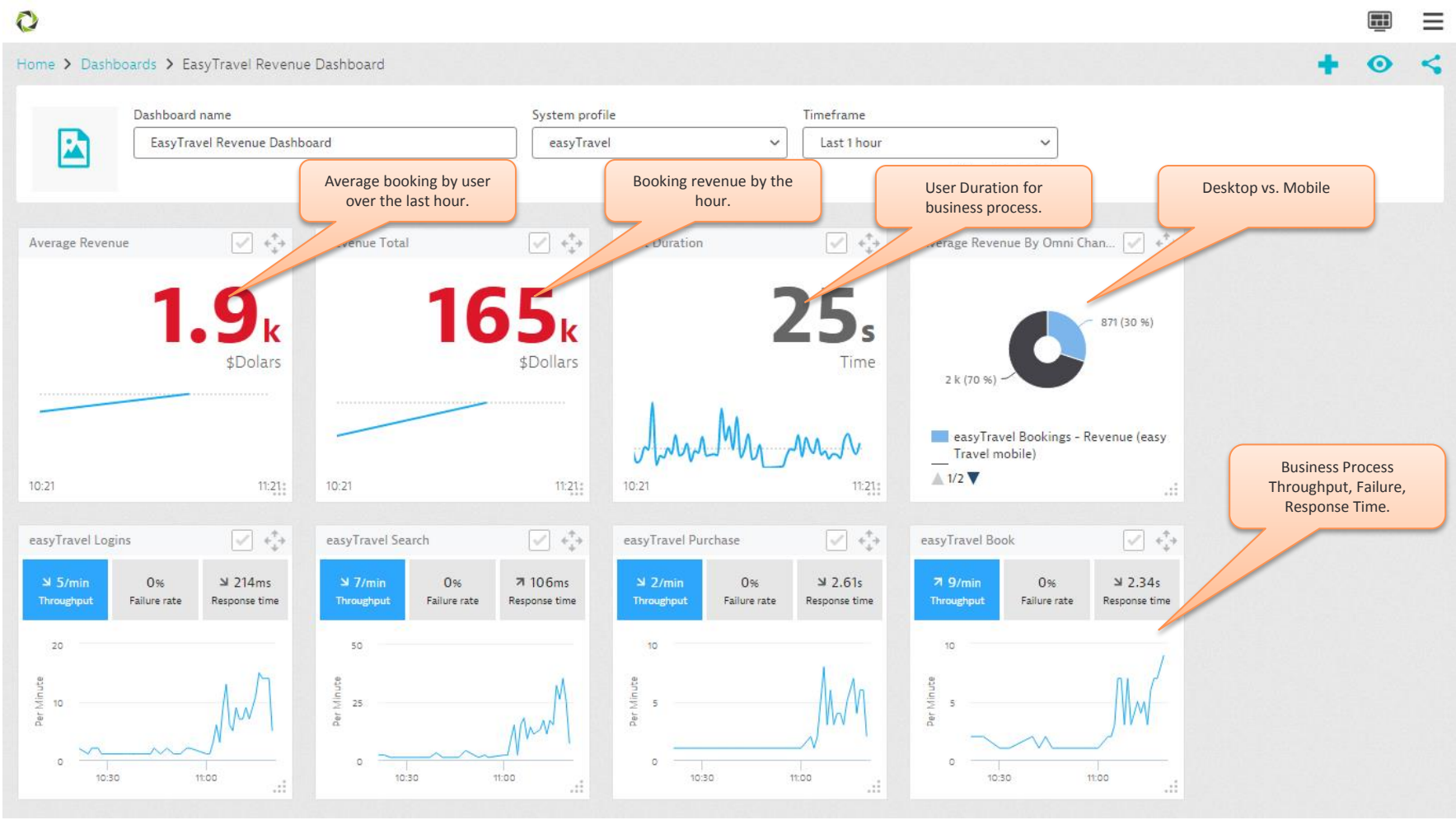


G+1 356 Follow @dynatrace 8,255 followers Share Pin it Like Sign Up to see what your friends like.

FARE TERMS AND CONDITIONS: Sample round-trip and one-way fares posted on www.easytravel.com are per person and include all applicable taxes and fees including, but not limited to September 11th Security Fee of up to $500 for each flight segment originating at a U.S. airport; Passenger Facility Charges of up to $18, depending on itinerary; Federal Segment Fees of $3.70 per segment; and foreign and U.S. government-imposed-charges of up to $400 per international round-trip flight, depending on routing and destination. A flight segment is defined as one takeoff and one landing. Fares are subject to availability and change without notice. If advertised fare is not available for dates chosen, higher fares may be offered. Actual prices may vary based on actual routing, fluctuations in currency (international only), and day of week.

Book

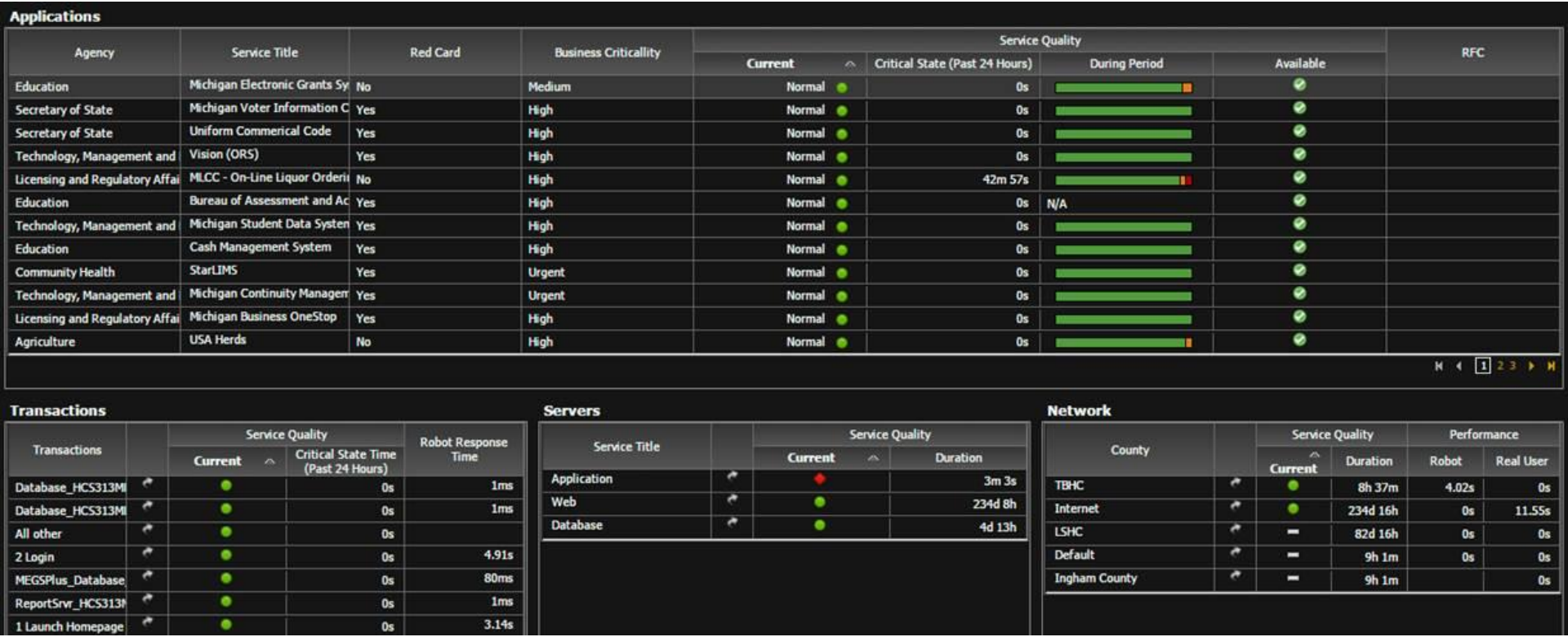

easy Travel
Home
About
Contact
Terms of Use
Privacy Policy
Hello Jerry Lobenstein!
Logout
Booking Transaction
1 Log In
2 Review
3 Payment
4 Finish
The booking procedure is almost complete: Press the Finish button to actually perform the booking.
Back
Finish
G+1
356
Follow @dynatrace
8,255 followers
Share
Pin it
Like
Sign Up to see what your friends like.
FARE TERMS AND CONDITIONS: Sample round-trip and one-way fares posted on www.easytravel.com are per person and include all applicable taxes and fees including, but not limited to September 11th Security Fee of up to $500 for each flight segment originating at a U.S. airport; Passenger Facility Charges of up to $18, depending on itinerary; Federal Segment Fees of $3.70 per segment; and foreign and U.S. government-imposed-charges of up to $400 per international round-trip flight, depending on routing and destination. A flight segment is defined as one takeoff and one landing. Fares are subject to availability and change without notice. If advertised fare is not available for dates chosen, higher fares may be offered. Actual prices may vary based on actual routing, fluctuations in currency (international only), and day of week.


Home > Dashboards > EasyTravel Revenue Dashboard
Dashboard name
EasyTravel Revenue Dashboard
System profile
easyTravel
Timeframe
Last 1 hour
Average booking by user over the last hour.
Booking revenue by the hour.
User Duration for business process.
Desktop vs. Mobile
Business Process Throughput, Failure, Response Time.
Average Revenue
1.9k
$Dolars
10:21
11:21
165k
$Dollars
25s
Time
871 (30 %)
2 k (70 %)
easyTravel Bookings - Revenue (easy Travel mobile)
1/2
easyTravel Logins
5/min Throughput
0% Failure rate
214ms Response time
easyTravel Search
7/min Throughput
0% Failure rate
106ms Response time
easyTravel Purchase
2/min Throughput
0% Failure rate
2.61s Response time
easyTravel Book
9/min Throughput
0% Failure rate
2.34s Response time
Per Minute
10:30
11:00

Key: Deployed | Not Deployed | Not Applicable

Application	DC RUM	Dynatrace	Synthetics / Private Enterprise
Treasury - SUW			
Michigan.gov			
Bridges			
BAM			
SACWIS			
MCP			
MIWIC			
MVIC			
BOS			

Dashboards In-Use at The SoM



Applications

Agency	Service Title	Red Card	Business Criticallity	Service Quality				RFC
				Current	Critical State (Past 24 Hours)	During Period	Available	
Education	Michigan Electronic Grants Sy	No	Medium	Normal	0s			
Secretary of State	Michigan Voter Information C	Yes	High	Normal	0s			
Secretary of State	Uniform Commerical Code	Yes	High	Normal	0s			
Technology, Management and	Vision (ORS)	Yes	High	Normal	0s			
Licensing and Regulatory Affai	MLCC - On-Line Liquor Orderi	No	High	Normal	42m 57s			
Education	Bureau of Assessment and Ac	Yes	High	Normal	0s	N/A		
Technology, Management and	Michigan Student Data Systen	Yes	High	Normal	0s			
Education	Cash Management System	Yes	High	Normal	0s			
Community Health	StarLIMS	Yes	Urgent	Normal	0s			
Technology, Management and	Michigan Continuity Managem	Yes	Urgent	Normal	0s			
Licensing and Regulatory Affai	Michigan Business OneStop	Yes	High	Normal	0s			
Agriculture	USA Herds	No	High	Normal	0s			

1 2 3

Transactions

Transactions	Service Quality		Robot Response Time
	Current	Critical State Time (Past 24 Hours)	
Database_HCS313MI		0s	1ms
Database_HCS313MI		0s	1ms
All other		0s	
2 Login		0s	4.91s
MEGSPlus_Database		0s	80ms
ReportSrvr_HCS313I		0s	1ms
1 Launch Homepage		0s	3.14s

Servers

Service Title	Service Quality	
	Current	Duration
Application		3m 3s
Web		234d 8h
Database		4d 13h

Network

County	Service Quality		Performance	
	Current	Duration	Robot	Real User
TBHC		8h 37m	4.02s	0s
Internet		234d 16h	0s	11.55s
LSHC		82d 16h	0s	0s
Default		9h 1m	0s	0s
Ingham County		9h 1m		0s

Department of State

Application	Red Card	Service Quality		RFC
		Current	Critical State (Today)	
Uniform Commerical Code	Yes	Normal	0s	
MVIC	Yes	Normal	0s	
BOS	Yes	Normal	0s	
Qualified Voter File	Yes	Normal	0s	
Web Renewal	Yes	Normal	0s	
Elections Management Port	Yes	Normal	0s	
BAM	Yes	Normal	0s	

Dept. of Technology Management & Budget

Application	Red Card	Service Quality		RFC
		Current	Critical State (Today)	
Michigan Student Data Syst	Yes	Normal	0s	
Data Exchange Gateway	Yes	Normal	0s	
ORS	Yes	Normal	0s	
BUY4MICHIGAN	Yes	Normal	0s	
Educational Entity Master	Yes	Normal	0s	
Continuity Management So	Yes	Normal	0s	
SMMS	Yes	Normal	0s	

Department of Education

Application	Red Card	Service Quality		RFC
		Current	Critical State (Today)	
SAMS	Yes	Normal	0s	
Item Bank	Yes	Normal	0s	
SECURE SITE	Yes	Normal	0s	
MEGSPLUS	No	Normal	0s	
Cash Management System	Yes	Normal	0s	
MOECS	No	Normal	0s	

Dept. of Licensing and Regulatory Affairs

Application	Red Card	Service Quality		RFC
		Current	Critical State (Today)	
AWARE	No	Normal	0s	
On-Line Liquor Ordering	No	Normal	21m 59s	
OneStop	Yes	Normal	0s	

Department of Human Services

Application	Red Card	Service Quality		RFC
		Current	Critical State (Today)	
ASCAP	Yes	Normal	0s	
MiCSES	Yes	Normal	0s	

Department of Corrections

Application	Red Card	Service Quality		RFC
		Current	Critical State (Today)	
NEXTGEN	Yes	Normal	0s	

Dept. of Agriculture and Rural Development

Application	Red Card	Service Quality		RFC
		Current	Critical State (Today)	
USA Herds	No	Normal	0s	

Department of Community Health

Application	Red Card	Service Quality		RFC
		Current	Critical State (Today)	
StarLIMS	Yes	Normal	0s	
CHAMPS	Yes	Normal	0s	
Data Hub	Yes	Normal	0s	

7,000 + Customers

Including: 17 of the top 20 Online retailers

100,000 + community members

This is Dynatrace:

- Largest Market share
- Leading Customer sat
- Largest expertise in APM

#1
Gartner Market Share

89
Net Promoter Score

750
R & D Technical Experts

COMPANY CONFIDENTIAL – DO NOT DISTRIBUTE

Thank You

The new generation of user-centric application performance management