

Observability reimaged:

# Unifying IT, business, and security for maximum impact



**IT environments are more complex than ever. With hybrid and multicloud strategies in play, your business is probably juggling countless tools, platforms, and dashboards — each working in its own silo.**

Besides obvious blind spots and inefficiencies that can creep in, there can also be a disconnect between IT and business goals. This is more than an IT issue — business relies on technology to function and deliver. If the two aren't aligned, performance, agility, and growth all take a hit.

For many businesses this means monitoring systems is no longer enough to deliver the level of performance, security, and user experience required. You need unified, real-time visibility and insights, powered by AI and automation. This level of observability cuts through complexity, streamlines operations, and ensures your systems are both resilient and secure.

BizOps - powered by observability - connects technology to business outcomes to help the business align processes, reduce risk, boost security. It supports teams with the insight they need to make smarter decisions throughout the business.

By combining BizOps expertise with amasol's Center of Excellence (CoE) a structured framework, technological expertise, and continuous support you can operationalize Digital Experience and Application Performance Management (APM) within this alignment.

## The result?

**Enhanced efficiency, better collaboration, and maximum value from your IT investments.**

**You need unified, real-time visibility and insights, powered by AI and automation.**

# 10 ways unified observability

from amasol and Dynatrace helps you connect the dots between business and IT

Here are 10 strategies Dynatrace and Amasol can help you apply, to drive true business value with BizOps and observability.

1

## Understand what your business needs to truly perform

A single web or mobile application transaction now crosses an average of 37 different technology systems or components.

Fragmented tools and data silos make it difficult to connect business needs with IT performance. amasol builds on Dynatrace's end-to-end observability, automation, and AI to deliver BizOps — linking business requirements with IT processes and making these connections clear. By aligning IT operations with business goals, BizOps ensures that amasol's CoE's efforts are always focused on delivering business value for our customers. With effective measurement against tighter SLAs, enhanced application management, and AIOps-driven insights, you can ensure optimal performance and exceptional user experiences.



**The win:** Gain full visibility into how IT supports business goals, proactively optimising operations and driving better outcomes.

2

## Speed reactions and resolutions to keep the business on track

Downtime is expensive, yet many organizations still rely on reactive troubleshooting.

Our CoE allows us to act in real-time to address problems, ensuring that our customers' systems are always running smoothly. Real-time monitoring and AI-powered diagnostics allow us to identify and resolve problems as soon as they arise. By pinpointing root causes quickly, amasol and Dynatrace help you minimize disruptions and maintain business continuity. We help our customers optimize processes and enable proactive operations.



**The win:** Reduce downtime and keep operations running smoothly with rapid problem resolution.

3

## Inform strategic decision-making with actionable data

74% of CIOs say that increased complexity could soon make it extremely difficult to manage performance efficiently.

Raw metrics don't tell the whole story. Our CoE helps customers acquire a complete understanding of their IT environment across the entire landscape, which is crucial for BizOps. It allows organizations to connect business requirements with IT processes and make informed decisions. Together amasol and Dynatrace provide actionable intelligence to optimize workflows, enhance IT performance, and align with business goals.



**The win:** Make better decisions by turning raw data into clear, actionable insights.

4

## Head off disruptions and build resilience

On average, organizations have suffered six IT outages where user experiences, business revenues or operations were impacted in the last 12 months.

Firefighting doesn't drive growth, but it does consume resources. Our predictive analytics detect potential issues before they become major problems. Automated alerts and early warnings let you address vulnerabilities proactively, ensuring seamless operations. With a focus on IT reliability and observability, we ensure that your business remains resilient and efficient.



**The win:** Avoid disruptions with proactive, predictive monitoring that keeps your systems resilient.

5

## Unlock savings by using what you have more effectively

IT environments are often filled with redundant tools and underutilized resources, which drive up costs.

Observability solutions streamline your IT operations by identifying these inefficiencies. We help you cut unnecessary spending while ensuring your systems are fully optimized.



**The win:** Reduce IT spending without sacrificing performance by identifying inefficiencies.

6

## Boost your security posture

Security and observability go hand in hand.

By integrating observability with robust cybersecurity measures, we work with you to monitor for threats in real-time. This means we detect anomalies, and address vulnerabilities before they're exploited. With built-in compliance management, your organization stays protected and compliant.



**The win:** Strengthen your security by seamlessly integrating observability with cybersecurity.

7

## Scale without the growing pains

As your business grows, so does the complexity of your IT environment.

amasol and Dynatrace ensure your systems can scale without compromising performance. Our solutions help you adapt to new demands, manage hybrid environments, and maintain control over an ever-expanding IT ecosystem.



**The win:** Scale efficiently and confidently with solutions designed for growing businesses.

8

## Get the most from employees with exceptional user experience

Your customers and employees expect smooth, fast, and reliable services.

Observability helps ensure that applications and systems perform optimally, minimizing latency and preventing performance issues. We enable you to deliver exceptional experiences that drive satisfaction and loyalty.



**The win:** Improve customer and employee satisfaction by delivering seamless IT performance.

9

## Simplify multi-vendor and multicloud environments

78% of CIOs are frustrated that so much time is spent setting up monitoring for different cloud environments when deploying new services.

Managing IT assets across multiple vendors often leads to inefficiencies and increased workload. Our observability platforms consolidate data from disparate sources, offering a single pane of glass to manage your entire IT environment. This simplification reduces complexity and enhances efficiency.



**The win:** Streamline operations with a unified approach to managing multi-vendor environments.

10

## Fuel Innovation with AIOps

Innovation requires time and resources, but IT teams are often fully occupied by routine tasks.

Dynatrace and amasol integrate AI-powered operations (AIOps) into observability, automating workflows, reducing false positives, and enabling faster root-cause analysis. This frees up your teams to focus on transformative projects that drive business growth.



**The win:** Accelerate innovation by automating routine tasks and improving operational efficiency.