

Removing complexity of ITOps with intelligent observability and automation



Intelligent observability, security, and automation can help enterprises relieve their teams to focus on strategic activities—especially during economic downturns. By pairing event-driven automation from Red Hat with causal and predictive artificial intelligence (AI) from Dynatrace, companies can get full visibility of their cloud-native environments and identify the root cause of issues. This allows staff to innovate, while self-healing applications and services give customers a smoother digital experience.

Question: Many companies are facing a challenging economic landscape right now. How does your platform help customers to weather the storm?

Bonifaz Kaufmann, Vice President Automations at Dynatrace: A lot of innovation happens during a recession. When there's extra pressure, everyone starts looking for ways to excel and get the most out of their resources. Automation is a great way of introducing efficiency while reducing costs. Our platform delivers intelligent observability and automated root cause analysis, and when integrated with automation capabilities from Red Hat® OpenShift® Container Platform and Red Hat Ansible® Automation Platform, customers can remediate issues and deliver better business outcomes in less time. Ultimately, this allows people to work on innovation instead of tracking down issues across their multiple or hybrid cloud environments, and that's critical for customers going through cloud modernization.

Question: Tell us more about intelligent observability. What is it, and why is it so important?

Kaufmann: Intelligent observability is all about getting insights from interactions across your entire estate—think infrastructure, services, applications, and user experience—and using it to pinpoint the root cause of issues in real-time. Without it, enterprises would have to manually track down these problems, which can feel like finding a needle in a haystack and might take days. And that's before they even start fixing it, which takes even longer. We serve around 3,600 enterprise customers and find that those with the most complex environments get the most value out of our platform. It dramatically reduces the mean time to resolution and can even proactively prevent issues from happening in the first place.

Intelligent observability and security are equally important and should be the bedrock of every well-designed, cloud-native environment. Together, they ensure flawless and security-focused digital interactions, which allow organizations to accelerate their cloud adoption journeys, realize value sooner, and get new applications in front of their customers quickly to stay ahead of the curve.

About Red Hat Innovators in the Open

Innovation is the core of open source. Red Hat customers use open source technologies to change not only their own organizations, but also entire industries and markets. Red Hat Innovators in the Open proudly showcases how our customers use enterprise open source solutions to solve their toughest business challenges. Want to share your story? [Learn more.](#)

Question: How are you leveraging causal AI to get that level of insight at scale?

Question: Dynatrace helps customers to build trust with the systems they're using. What role does trust play in automation?

Question: A really important aspect of automation is knowing what to automate. There's nothing worse than automating a false positive and making issues worse. How do you make sure you're automating the right events?

Kaufmann: Our massively parallel processing (MPP) data lakehouse called Grail can handle petabytes of data really quickly. That might be logs, traces, metrics, user sessions, business events, or topology data, for example. Davis, our AI engine, sits on top and works to understand the interactions between fast-moving infrastructure components and services, providing not just insight into what's happening, but finding the exact root cause of any issues. You can only operate at that kind of scale when you have causal AI helping to solve problems and also automating IT operations processes. For customers, it means taking manual tasks off people's plates so they're losing less sleep over everyday issues and can focus more on solving business problems.

Kaufmann: Between identifying a problem and fixing it, customers tend to have a manual approval step. That gives them an opportunity to identify patterns and areas for continuous improvement, and sometimes they'll create playbooks for recurring remedial actions. Dynatrace makes it more efficient to predict when these patterns will occur so they can automate the fix using their preapproved playbook, embedding a layer of trust and predictability into those systems. When you combine it with Ansible Automation Platform, you can automatically trigger those playbooks based on insights and events from Davis. The result is self-healing applications and services that are always running without having to manually prevent, detect, and fix any issues.

We're not asking customers just to take a chance. We suggest starting small with a proof of concept and expanding it from there. Seeing the process in action will build trust organically, which is great for getting buy-in across the enterprise.

Kaufmann: Dynatrace has certified content collections for Event-Driven Ansible. The integration between the Dynatrace platform and Ansible Automation Platform allows you to determine which events trigger playbooks or rules and to manage automation in a smarter way. We've embedded closed-loop issues and security remediation to feed relevant information back into the ecosystem. Our platform delivers the answer to Event-Driven Ansible, and it triggers the next action, informs the right people, creates an incident, carries out the remediation, and then feeds that information back to us to close the loop. Again, that comes back to having trust in your systems. Trusted automation massively reduces the complexity of cloud modernizations, while keeping environments more reliable and secure. Ultimately, that means better digital experiences for everyone.

About Dynatrace

Dynatrace helps the world’s largest organizations to innovate faster and accelerate digital transformation. Its unified software intelligence platform combines broad and deep observability, continuous runtime application security, and advanced AIOps to provide rich data insights and intelligent automation at scale.



About Red Hat

Red Hat is the world’s leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

facebook.com/redhatinc
@RedHat
linkedin.com/company/red-hat

North America	Europe, Middle East, and Africa	Asia Pacific	Latin America
1 888 REDHAT1 www.redhat.com	00800 7334 2835 europe@redhat.com	+65 6490 4200 apac@redhat.com	+54 11 4329 7300 info-latam@redhat.com