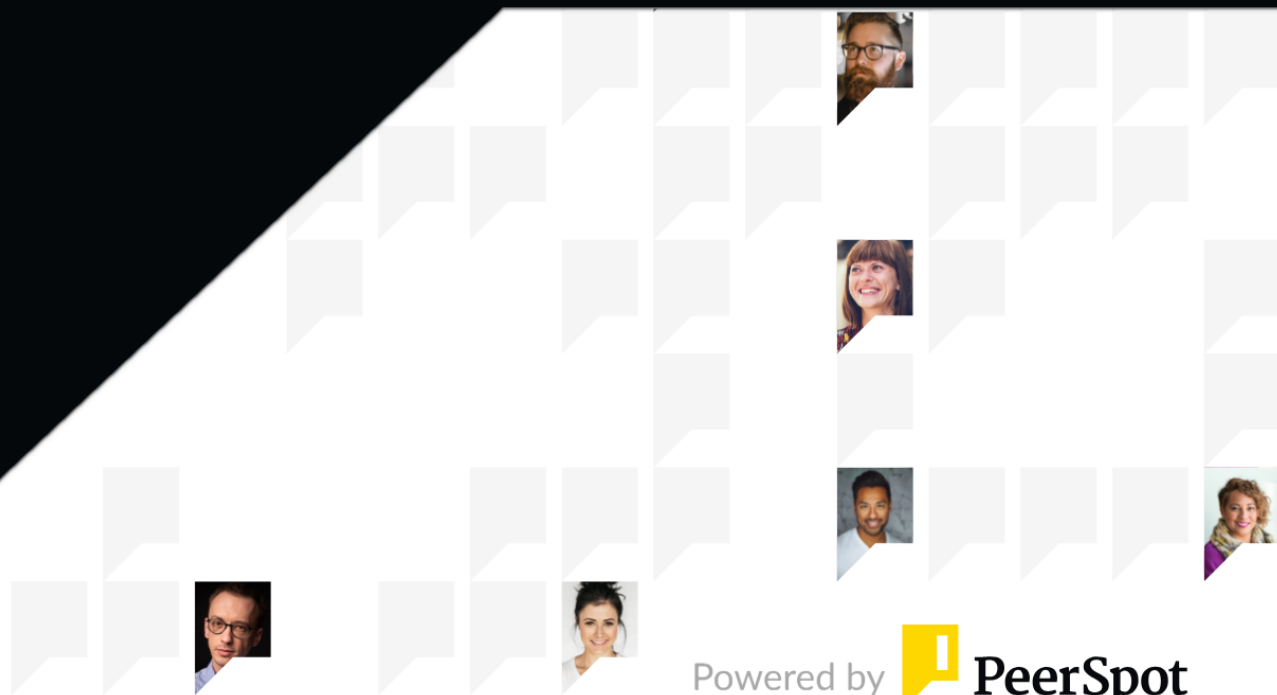


aws marketplace

Dynatrace

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



Dynatrace

Dynatrace Recap

Dynatrace offers AI-driven root cause analysis, full-stack observability, and more. Its seamless integration and automated alerts enhance operational efficiency for application performance monitoring across diverse environments.

Dynatrace provides users with comprehensive tools for proactive monitoring, leveraging AI-powered insights to detect bottlenecks and monitor user behavior. It enhances system dependency visualization via Smartscape and offers deep transaction insights through PurePath. Session Replay captures real user experiences, while custom dashboards emphasize essential metrics. Integration capabilities and seamless deployment are key, though users face challenges with navigation, integration, and licensing. Enhancing third-party training tools and optimizing real-time AI diagnostics is desired, with demands for better database monitoring reports and simpler UI.

What are Dynatrace's key features?

- **AI-Driven Root Cause Analysis:** Identifies issues with precision.
- **Full-Stack Observability:** Monitors across all platforms.
- **Smartscape:** Visualizes system dependencies.
- **PurePath:** Provides transaction flow insights.
- **Session Replay:** Captures user interactions.
- **Custom Dashboards:** Focuses on essential metrics.
- **Automated Alerts:** Minimizes downtime.

What benefits should users consider?

- **Operational Efficiency:** Enhances performance management.
- **Seamless Deployment:** Reduces manual intervention.
- **Integration Capabilities:** Ensures smooth system coexistence.
- **User Experience Insights:** Tracks behavior and reliability.

Dynatrace is implemented in industries like finance for monitoring infrastructure and user experience. In manufacturing, it helps ensure system reliability. Its AI-driven approach is crucial for cloud deployments, supporting performance optimization and proactive monitoring.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Using this tool, it pinpointed the problem instead of us scratching our heads trying to identify where it could go wrong, and we could directly proceed with the solution.”



Manish Indupuri

senior DevOps engineer at a tech services company with 10,001+ employees



“Dynatrace has positively impacted my organization by allowing us to see very quick action whenever there is an issue with production.”



Vinothkumar Sugumar

Senior Software Engineer at a retailer with 10,001+ employees



“Dynatrace has positively impacted my organization because reporting is ongoing and constantly evolving to adapt to the new technologies that are being introduced, such as AI and other standard protocols of reporting and metadata.”



Brad Dyke

DSRE Director Of Dev Ops/Operations (Management Executive) at a outsourcing company with 51-200 employees

- ✓ “We have seen an average three-year return on investment of 451%, which is a huge number when it comes to the saving part.”



BasilJiji

System engineer at a retailer with 10,001+ employees

- ✓ “Dynatrace has impacted my organization positively in many ways because we have been using it for almost eight to nine years now.”



Ramesh Kumar Ramachandran

Sr. Performance Analyst at a pharma/biotech company with 10,001+ employees

- ✓ “Dynatrace has contributed to significant improvements such as reducing P1 tickets resolution time from four hours to under one hour and drastically cutting alert volumes from between two hundred to four hundred alerts per week down to approximately sixty to one hundred twenty.”



Vaibhav Karad

BizOps Engineer at a tech company with 10,001+ employees

- ✓ “Through Dynatrace feedback, we were able to figure out bottlenecks, plan performance user stories, optimize execution time, and make numerous corrections.”



Anil Kumar-AIOK

Principal Consultant at a tech consulting company with 11-50 employees

What users had to say about valuable features:

“The best features that Dynatrace offers, in my opinion, include distributed traces, integration with ServiceNow and Jira for automatic ticket logging, and real user monitoring, which provides significant understanding of how our customers feel when using our systems. I also find logs extremely useful for troubleshooting; logs provide brilliant information....”

John Holland

Manager, Site Reliability Engineering at a insurance company with 5,001-10,000 employees

[Read full review](#) 

“The best features Dynatrace offers are in Grail; having everything in Grail makes it so much easier to not need to click many buttons and be able to pull a very deep level of transaction information just through the query language.

“Grail has specifically helped me with my day-to-day work and troubleshooting by enabling me to create general queries that tie between services, as well as gather metadata about those services such as release events, which has really helped us make custom notebooks and custom dashboards that allow us to get better use of Dynatrace with all the features it provides..”

Validated user

DevSecOps Engineer at a energy/utilities company with 10,001+ employees

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“The best features Dynatrace offers are the ease of administration and configuration, the single pane of glass, the contextual view of logs, metrics, and traces, and overall, it is a well-balanced product.

“The single pane of glass and contextual views have helped me and my team day-to-day by making things easier when we are troubleshooting issues in production because we get the context of one application versus the other applications in the environment, which is easier for pinpointing root cause analysis. Having the various metrics, logs, and traces all in a single pane of glass provides comprehensive visibility..”

Validated user

Manager, Information Technology at a healthcare company with 1,001-5,000 employees

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“The best features Dynatrace offers are many. I would say from dashboarding, alerting, integration with multiple applications, the new DQL features that come up with Dynatrace, the notebook feature, the workflows, the ready-made dashboard that Dynatrace provides, the page where you are able to track your license consumption, and the observability part where it provides the root cause for the incidents that appear.

“Out of all these features, dashboarding has been a major contribution in my day-to-day work, looking at performance trends, failures, errors, and all of those things, and cross-verifying that with the problem detection that Dynatrace provides. Over the recent past, DQL has been a major help, especially for dashboarding purposes, investigative purposes, particularly through notebooks, since you do not have to run a dashboard always; you can just use very less license consumption and run a query to find out what the actual trend looks like or what the failure looks like and where exactly this is. Most of these are collaborated with Dynatrace Assist, AI Assist, and Cloud Assist through MCP servers, which has also been pretty helpful..”

Ramesh Kumar Ramachandran

[Read full review](#) 

Sr. Performance Analyst at a pharma/biotech company with 10,001+ employees

“The best features Dynatrace offers are somewhat subjective as it does not do anything functionally unique compared to others. However, it does work very well with integrating into other environments or working in tandem with other environments. A reporting tool like Atlassian allows you to generate analytics reports for leadership structures and documentation in regards to that kind of support. This is valued because when we work with tools such as DataDog or New Relic and other major monitoring platforms, we can send all of that information into a very condensed leadership equivalency level reporting matrix that the leadership of your company can actually read, understand, and take steps with and act on because of the way that the tool comes in reporting-wise effectively up into the consolidated enterprise reporting metric systems, such as Atlassian.

“Regarding the features, Dynatrace works in two different environments. Its siloed version, the older version, is usually hosted on local infrastructure, whereas its new possible format, the SaaS version of Dynatrace, offers additional value as well as beginning to solidify the AI models that will be under the hood for the Dynatrace engine SaaS model, which adds value opposed to looking at something the server version of the older release of Dynatrace. The value is that SaaS gives you that level of freedom, and of course, the MRU and SLA agreements that you have in place to support Dynatrace SaaS services give you an added level of security that your own siloed environments do not offer..”

Brad Dyke[Read full review](#) 

DSRE Director Of Dev Ops/Operations (Management Executive) at a outsourcing company with 51-200 employees

“For me, the best feature Dynatrace offers is full-stack observability, which allows me to check my infrastructure or the containers because most of my applications are cloud-based, and with Dynatrace, I can check the database or the network path, or which are on-premises or cloud, making full-stack observability more suitable for me.

“Dynatrace is our APM tool, which provides deep code-level visibility, allowing us to check the methods or exceptions, database calls, or external services, and we can easily trace them out.

“Dynatrace has positively impacted my organization because usually when I do a load test, our API SLA is only one second, but it crosses more than three seconds or five seconds, and by using this APM tool, we can figure out what is causing it, what kind of error it is throwing, and how we can optimize it, making it very useful for my organization as well as for me while doing load testing.

“For the metrics or numbers, our error rate should be less than three percent, and achieving less than three percent, even if it is one percent, is very good, and the reduction of the error rate by using Dynatrace was quite good..”

Dipu Das

Senior performance tester at a outsourcing company with 10,001+ employees

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Other Solutions Considered

“I previously used Splunk as a different solution, and I switched to Dynatrace because Dynatrace has more in-house capabilities, better dashboarding, and ease of use..”

Validated user

DevSecOps Engineer at a energy/utilities company with 10,001+ employees

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“We previously used a mix of traditional monitoring tools such as SolarWinds and Splunk, but we switched because we needed a more unified platform that was easier to deploy and provided better business-level visibility..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“I have not switched from AppDynamics as well as Splunk because I am using Dynatrace as well as those other two APM tools, depending on my project level, what the project is configured with, and which is better..”

Dipu Das

Senior performance tester at a outsourcing company with 10,001+ employees

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“We evaluated several competitors, including New Relic, DataDog, and AppDynamics, but we ultimately chose Dynatrace for its superior automation, security-conscious design, and advanced AI-powered root cause analysis..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“Before choosing Dynatrace, we evaluated Grafana, and we considered moving from Grafana to Dynatrace because of specific benefits. We had our own trade-offs, and ultimately, we chose Dynatrace..”

Vinothkumar Sugumar

Senior Software Engineer at a retailer with 10,001+ employees

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“I previously used many solutions out there. The biggest driving force for me has been getting the most value for the investment for compatibility, integrability, and serviceability to a single pane of glass based on my requirements. This is an evolutionary thing, and while we may be using Dynatrace now, we might switch to something else such as New Relic or another type of tool or even progress to an open-source tool to better control costs in the future. However, all in all, Dynatrace is doing a good job, and we are using it for that reason..”

Brad Dyke

DSRE Director Of Dev Ops/Operations (Management Executive) at a outsourcing company with 51-200 employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

“By using the APM tool for resource management and time management, we have saved a lot of time, so I would say this is a good investment that the organization has made..”

Dipu Das

Senior performance tester at a outsourcing company with 10,001+ employees

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“There is definitely a return on investment; I see time saving. Also, the employees working with operations do not require that level anymore, so we can reduce a few..”

Vinothkumar Sugumar

Senior Software Engineer at a retailer with 10,001+ employees

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“We measure the reduction in MTTR and the impact on revenue by analyzing our ServiceNow statistics. We observe the time a ticket is opened and when it is closed....”

John Holland

[Read full review](#) 

Manager, Site Reliability Engineering at a insurance company with 5,001-10,000 employees

“We have seen an average three-year return on investment of 451%. Key metrics include 40% fewer Sev1 and Sev2 outages annually along with a 37% increase in the efficiency for our IT and DevOps team..”

BasilJiji

[Read full review](#) 

System engineer at a retailer with 10,001+ employees

“For the investment, Dynatrace is very helpful for our customers because they can see the transactions through Dynatrace and save money by identifying problems, thereby reducing monetary losses on their application side..”

Abednego Petrus

[Read full review](#) 

Technical Manager, Consulting at a outsourcing company with 1,001-5,000 employees

“I have seen a return on investment, as my example of ROI is that using a tool such as Dynatrace is an investment that reinforces the customer's desire to want to stay with us. This is crucial because as you integrate these processes, you also want to integrate the investigation process, what we call the RCA process. It is important to move forward with the least amount of time and man hours as necessary while keeping your involvement with other employees as minimal as possible. This enables you to complete the investigation as soon as possible, ultimately saving in operational overhead, productivity, and personnel resources..”

Brad Dyke

DSRE Director Of Dev Ops/Operations (Management Executive) at a outsourcing company with 51-200 employees

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Use Case

“My main use case for Dynatrace is observability of production workloads. A quick specific example of how I use Dynatrace for observability in my production workloads is to monitor and observe the performance in context of various applications that our company runs..”

Validated user

Manager, Information Technology at a healthcare company with 1,001-5,000 employees

[Read full review](#) 

“As a site reliability engineer, my main use case for Dynatrace is troubleshooting, configuring alerting, and setting up Dynatrace synthetics and business events to troubleshoot faster for production issues.

“A specific example of how I use Dynatrace to troubleshoot or solve a production issue is by immediately looking at distributed tracers and then solving production issues by creating notebooks with Dynatrace Query Language to examine specific business events related to a transaction, tying the trace ID to the business events to get more information..”

Validated user

DevSecOps Engineer at a energy/utilities company with 10,001+ employees

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“The main use case for using Dynatrace is to check the CPU utilization and the performance stats of my load test, stress test, or endurance test.

“During one of my tests, when I perform a load test, I parallelly open or configure the server of that application in Dynatrace, creating a new dashboard so that during my load test, I can easily observe what is happening, what the error stats are, what my pass percentage is, what my CPU utilization is, or the garbage collection, and other metrics.

“I can even check my alerts and exceptions as well..”

Dipu Das[Read full review](#) 

Senior performance tester at a outsourcing company with 10,001+ employees

“My main use case for Dynatrace is that we find it to be a good tool for working with establishing analytic models for our customers' front ends or providing dashboarding for customers in relationship to their operations.

“Regarding my main use case with Dynatrace, it helps with the ability to formulate a single pane of glass in regards to working with automation and operations, including DevOps into an API or an MQTT model, which allows you to monitor the orchestration of how updates are being managed and handled, how effectively those deployments are progressing time-wise and personnel-wise, and to expedite the course of upgrades and so on without introducing infrastructure overhead while allowing everyone to see what is happening at once..”

Brad Dyke[Read full review](#) 

DSRE Director Of Dev Ops/Operations (Management Executive) at a outsourcing company with 51-200 employees

“Dynatrace encompasses several areas for our organization, including incident management and release management. We also use it for marketing purposes to reduce MTTD and MTTR. We use it for user journey mapping so we can understand how our customers are experiencing our portals. We have a driver to never have a customer tell us when we have an issue again, and we have achieved that by using Dynatrace with targeted alerting and a robust service management process to support it.

“ Our use cases focus on reducing customer outages, anticipating customer issues, fixing them before they become problems, supporting digital marketing purposes, managing incidents, and managing releases, alongside fixing some legacy issues encountered once we implemented Dynatrace. Lifting the lid on applications helped us see where we were losing business, leading to a positive return on investment. Currently, our main use case is for integration, release, incidents, and more on digital journeys.

“A specific example of how Dynatrace has helped in one of those areas involves using BizEvents to map key pages and transactions within our portals, which helps us understand how long it takes for a customer to get a quote, update a quote, or do a mid-term adjustment. We can also look at the quote to buy conversion ratio....”

John Holland

Manager, Site Reliability Engineering at a insurance company with 5,001-10,000 employees

[Read full review](#) 

“My main use case for Dynatrace is observability, monitoring, insights, performance, variation, dashboarding, services, traces, validation, cross-team collaboration, reporting, and many more.

“As a senior performance analyst, I look into Dynatrace in terms of the observability parts, and mostly, there are multiple dashboards that have been created for multiple product groups from front-end layer to a back-end layer. I keep monitoring their performances, their failure, and their anomalies that have been detected through the problems page, alerting if it has been sent to the right team, and investigation on why these issues do occur, how are they recovered, and who would be the right team to contact. One of the newest cases would be when we had extremely high load on our application, and we were unable to figure out what was causing it. We looked into Dynatrace and noticed Apdex being down, high load days, and request errors being increased, and investigated to identify that it was the bots that got increased, but they were all coming as real users. We tried to investigate their user agents, we tried to investigate their IPs, connected through a bot manager system and CDN, and then mitigated the issue through content protector. We were able to improve our performance, our Apdex, and we did reduce our overall load on the site.

“In terms of my main use case and other ways my team uses Dynatrace, I would say teams have collaborated. DevOps uses it for administrative purposes, including me, and then we have developers use it for investigative purposes on our lower environments like QA and Dev. We have a separate tenant specifically only for China users because they are restricted through firewalls and all of those things, so the servers are all set up within China, Tencent, providing a specific tenant only for them. These are most cases..”

Ramesh Kumar Ramachandran

[Read full review](#) 

Sr. Performance Analyst at a pharma/biotech company with 10,001+ employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Dynatrace was purchased through the AWS Marketplace, which made the setup process straightforward; however, I believe no additional improvements are necessary beyond what I have already mentioned..”

Vaibhav Karad

BizOps Engineer at a tech company with 10,001+ employees

[Read full review](#) 

“Time is definitely saved with Dynatrace, as without it, it is very difficult for support team members to find out where the exact fault has occurred. With Dynatrace, we receive direct alerts on our Dynatrace console, allowing for much faster resolutions, so it definitely saves cost, efforts, and time..”

Dinesh Nikam

Network Engineer at a tech vendor with 10,001+ employees

[Read full review](#) 

“Anand, this is reflective work. These setups are complex, meaning significant thought is required. It's a relative aspect, however, developers could have clearer insights. Today, products in the market are packaged, just requiring configuration. Collecting logs, tagging events, and other aspects are relatively straightforward and not considered complex..”

Anand_Kumar

Enterprise Architect at DXC Technology

[Read full review](#) 

“Purchasing Dynatrace through the AWS Marketplace was straightforward and allowed us to leverage our existing AWS spend. While the cost can be high for CPU-intensive tasks, the automated setup and tools consolidation save us significant money..”

BasilJiji

System engineer at a retailer with 10,001+ employees

[Read full review](#) 

“My experience with pricing, setup cost, and licensing is that Dynatrace licensing model is based on host units and can be complex initially to understand. If setting up in a large scale environment, it is overwhelming because it is expensive. We had to plan carefully when deploying OneAgents across our nodes or clusters, ensuring we did not exceed our licensing capacity..”

Manish Indupuri

senior DevOps engineer at a tech services company with 10,001+ employees

[Read full review](#) 

“The initial setup of Dynatrace is generally straightforward thanks to the OneAgent, which automates discovery and instrumentation across the environment. However, configuring advanced features, custom dashboards, and integrations can be more complex and may require some learning and planning. Overall, the automation significantly reduces manual effort compared to traditional monitoring tools..”

Ratmir Balajayev

Head of Technical Department at Jetinfosystems Azerbaijan

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Customer Service and Support

“Customer support for Dynatrace is good, and I have no issues. They have provided good services for our needs. I would rate the customer support an eight..”

Brad Dyke

DSRE Director Of Dev Ops/Operations (Management Executive) at a outsourcing company with 51-200 employees

[Read full review](#) 

“The customer support is responsive because when I logged some defects to the developer teams, they worked with Dynatrace team, and I think we have received much support..”

Dipu Das

Senior performance tester at a outsourcing company with 10,001+ employees

[Read full review](#) 

“Customer support for Dynatrace is well-equipped, and they try to resolve queries if we contact them with any particular issue. They provide quick resolutions..”

Dinesh Nikam

Network Engineer at a tech vendor with 10,001+ employees

[Read full review](#) 

“I present a nine rating for Dynatrace due to several factors; primarily, the functionality within the portal is outstanding. Dynatrace support, particularly with the ESS agreement, is incredible....”

John Holland

[Read full review](#) 

Manager, Site Reliability Engineering at a insurance company with 5,001-10,000 employees

“Service capabilities are great, user communities are great, the relationship with Dynatrace support, CSMs, or account managers has been great, consulting partnership is amazing, and the breadth of services is awesome..”

Ramesh Kumar Ramachandran

[Read full review](#) 

Sr. Performance Analyst at a pharma/biotech company with 10,001+ employees

“Technical support is highly responsive and expert, with users particularly valuing the Guardian Program for hands-on assistance during critical issues..”

BasilJiji

[Read full review](#) 

System engineer at a retailer with 10,001+ employees

Other Advice

“My advice for others considering Dynatrace is to embrace the enterprise support agreement and engage with your consultants early on, as you will realize value quickly....”

John Holland

Manager, Site Reliability Engineering at a insurance company with 5,001-10,000 employees

[Read full review](#) 

“I would advise others to use Dynatrace because it is very good in terms of scalability and reliability, and the stats it shows, including the perfection and the graph, are very good, so I would suggest they use Dynatrace. I gave this review a rating of nine..”

Dipu Das

Senior performance tester at a outsourcing company with 10,001+ employees

[Read full review](#) 

“I rate Dynatrace overall a nine out of ten because there is always something you can improve on. Regarding Dynatrace's AI capabilities, I believe that its governance and security are pretty good; we work in a very compliant space and Dynatrace has checked all the boxes regarding legal, so I believe that they are ethical with governance and security.

“Regarding Dynatrace's AI capabilities, it still needs work, but so far its accuracy and reliability of output have been great. My advice for others looking into using Dynatrace is to not knock it till you try it. My overall product rating for Dynatrace is nine out of ten..”

Validated user

DevSecOps Engineer at a energy/utilities company with 10,001+ employees

[Read full review](#) 

“Regarding Dynatrace's AI capabilities, I think its governance and security are handled well because until this date, there have been no complaints or issues we have come across. I agree that the governance has been taken care of, and all these CCNA, CCPA, and all PII level priorities are considered, so they have been good in that respect.

“Regarding the accuracy and reliability of output of Dynatrace's AI capabilities, DTCTL has been great, and I would probably give it a percentage of somewhere around 80-85% on its accuracy. Through Dynatrace Assist, although it uses agent AI, there are times I have seen not satisfactory responses. So I would probably give it somewhere around 75%.

“For others looking into using Dynatrace, all those examples I shared earlier in terms of pros have been great. I would say anyone really willing to purchase Dynatrace can use their test features for testing or POCs that Dynatrace would provide for approximately a month period. This would be helpful in understanding what the tool can provide and how beneficial it is for your organization. I rate Dynatrace a nine on a scale of one to ten..”

Ramesh Kumar Ramachandran

Sr. Performance Analyst at a pharma/biotech company with 10,001+ employees

[Read full review](#) 

“Regarding Dynatrace's AI capabilities, we do not use the governance and security model at this stage. Regarding Dynatrace's AI capabilities, its accuracy and reliability of output seem solid.

“Dynatrace is deployed in our organization using public cloud, on-premises, and we utilize the SaaS offering from Dynatrace. We use [GCP](#), [AWS](#), and [Azure](#) as our cloud providers. I do not think we purchased Dynatrace through the [AWS](#) marketplace.

“The advice I would give to others looking into using Dynatrace is that it offers the

ability to have more than one tenant, so I would always recommend setting up a sandbox environment alongside the production environment and possibly even a non-production environment, just to split up the various environments and provide the technical teams with a sandbox in which they can confidently configure and change things without impacting production. I would rate Dynatrace a nine out of ten..”

Validated user

Manager, Information Technology at a healthcare company with 1,001-5,000 employees

[Read full review](#) 

“Regarding Dynatrace's AI capabilities, I think its governance and security are only as good as the leadership and the infosec overhead involved. Dynatrace has good templates to meet the AI compatible capabilities, but it always comes down to the human element in the environment. Proper correspondence and response are required at the human level to fully bring the power and capacity of the AI capabilities into its full effect.

“The accuracy and reliability of output from Dynatrace are based on two very critical details. One is the contiguous articulation of input that comes in from all sources without interruption. Secondly, an overall average gives you the average reliability with said accuracy. This basically means that if you are tracking everything effectively, when you do have hiccups or impacts, using those capabilities will help identify where you have what we call black holes. The black holes deregulate and devalue the nature of the reliability of this kind of solution because the processing agent configurations may not be monitoring everything necessary, and the importance of the AI capabilities is to ensure they are identified, quantified, stood up, and put in place to help boost accuracy and reliability. That does not always happen and it is human-dependent and must be monitored to make sure that it is done correctly.

“Dynatrace is deployed in my organization in both on-premises and some in public cloud that is also deployed with two other monitoring tools, both of which are SaaS-based. We use a SaaS provider for the public cloud deployment.

“My advice to others looking into using Dynatrace is to document every application and every infrastructure resource that you have and ensure you place those into a central repository or a wiki. This will allow you to have that information in place to do a comparative design model and see if you even need Dynatrace in the first place. Small to mid-sized companies may or may not have a need for Dynatrace, but this is the most effective way to approach it. I give this review an overall rating of nine..”

Brad Dyke

DSRE Director Of Dev Ops/Operations (Management Executive) at a outsourcing company with 51-200 employees

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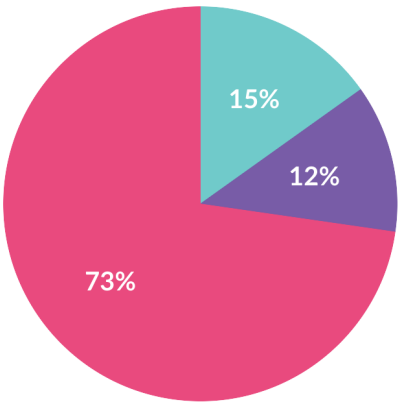
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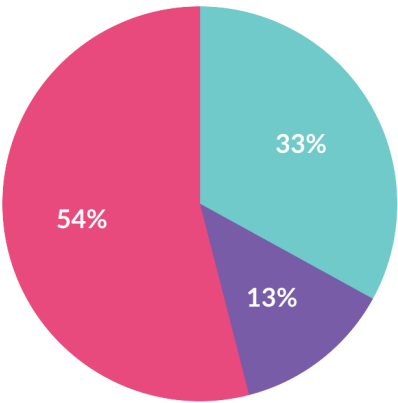


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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