Accenture & Dynatrace

Accenture Cloud Innovation Center Rome





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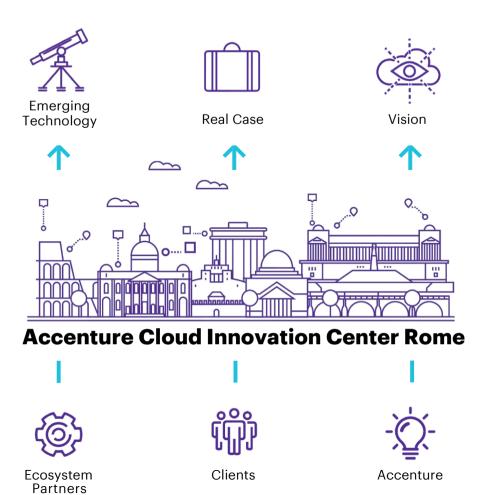
Pushing custom cloud solutions to the max.

Cloud delivers undeniable benefits – agility, rapid innovation and lower IT costs.

The Accenture Cloud Innovation Center harnesses the full potential of Cloud to custom build latest generation solutions for our clients.

We can give our clients access to a catalog of tested real cases to imagine, test and implement leading edge cloud services that can help take your business into tomorrow.

Now.



ACIC Rome brings together
Accenture's deep technical knowhow and industry expertise to help
companies deploy cloud to
transform their journey to cloud. At
a time when innovation is racing
ahead, Accenture is broadening its
collaboration with leading cloud
solution vendors to have instant
access

to the level of specialist services that can help meet our clients' specific business objectives. At ACIC Rome, webring together not only the major technology vendors but the best offerings from emerging providers in step with market evolutions. Our clients benefit from the very latest real and tested solutions.



About Dynatrace

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation.

With automatic and intelligent observability at scale, our all-in-one platform delivers precise answers about the performance and security of applications, the underlying infrastructure, and the experience of all users to enable organizations to innovate faster, collaborate more efficiently, and deliver more value with dramatically less effort.

Dynatrace delivers observability that's more than metrics, logs, and traces. Plus, support for the technologies customers use most and precise answers through a full-stack topological model and unparalleled Al engine. So, customers can automate operations and collaborate better.





Infrastructur e monitorina



Application & microservicess



Application security



Digital business analytics



Cloud **Automation**

Everything youneed totame the modern cloud



Digital

experience

One Agent

& observability

Davis AI

Precise answers with root cause for enhanced hundreds of thousands



Smartscape

mapping with

Hyperscale

Scalable across of hosts, millions of entities. & the



PurePath

tracing with code-level

The Partnership With Dynatrace

Dynatrace has partnered with ACIC to prototype solutions mainly focusing on two of its products: OpenShift container monitoring and Infrastructure discovery and Business Process Monitoring in Hybrid/Multi Cloud scenarios.











ACIC Use Case Catalog

Intelligent Edge

Application

Modernization

Infrastructure Engineering

Data Engineering & Applied AI/ML





Infrastructure Engineering

OpenShift container monitoring

Containerization is a method to scale and simplify the delivery of an application. And with containers the monitoring is becoming complex, making harder to get the right visibility of our applications. And the same happen with applications hosted on Openshift. With Dynatrace we can have a fully automated approach for continuous discovery of containers, for monitoring the applications on Openshift platform and services running within them. Moving to microservices makes it harder to get visibility. Containers are multiplying the points you need to monitor.



Context and client challenges

• Moving to microservices makes it harder to get visibility. Containers are multiplying the points you need to monitor. They live and scale on demand. As you scale your OpenShift environment the number of dependencies and data generated increases exponentially. This makes it impossible to understand the system. A manual approach to instrumenting, discovering, and monitoring microservices and containers will not work.





New approach and solution

 For dynamic, scalable platforms like OpenShift, a fully automated approach becomes a requirement.
 For agent deployment, for continuous discovery of containers, and for monitoring the applications and services running within them.





Client benefits

- Automatic advanced observability across highly dynamic environment.
- No Code Change needed. Time to value reduced avoiding groups coordination to gain visibility.
- Al driven automatic root cause analysis.
- Enabled to auto remediation path.
- Reduce Time to market of new business features.
- MTTI reduction.
- Alert noise reduction.



Infrastructure Engineering

Infrastructure discovery and Business Process Monitoring in Hybrid/Multi Cloud scenarios

BPM is a management approach that aligns business processes with organizational strategies. It makes organization processes transparent providing leaders with a clear view of how changes impact its business. Leveraging on the integration of Dynatrace and ServiceNow technologies we provide a solution allowing to

have a complete service map of the environment and impact tree in case one of the service map entities get impacted.



Context and client challenges

BPM is a management approach that aligns business processes with organizational strategies. It makes organization processes transparent providing leaders with a clear view of how changes impact its business. Companies are focusing on linking IT systems to business processes with a structured and logical approach. And this while IT environments bring a scale and frequency of change that are exponentially greater than ever.





New approach and solution



- Dynatrace automatically maps the OpenShift technical dependencies and relationships in real time, from applications to microservices.
- Service Now uses data from Dynatrace to provide a correlation of infrastructure components and business services to enrich the ITSM landscape.





Client benefits

- Complete service map of the environment and impact tree in case one of the service map entities get impacted.
- Saves team time & resources, enabling them to focus on higher-value initiatives e.g. driving digital transformation and delivering seamless experiences for customers.
- Closed-loop, automated IT Operations Management (ITOM) workflows
- Proactive management of incidents according to Business Impact.

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Learn more

Find out about Accenture Cloud Innovation Center of Rome

www.accenture.com/acicrome

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About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organizations build their digital core, optimize their operations, accelerate revenue growth and enhance citizen services - creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 733,000 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and Al with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities. together with our culture of shared success and commitment to creating 360° value. enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities.

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