

# Accenture & Dynatrace

Accenture  
Cloud  
Innovation  
Rome



# Accenture Cloud Innovation Center

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.**



**Emerging  
Technology**



**Real  
Cases**



**Vision**



## **Accenture Cloud Innovation Center Rome**



**Ecosystem**



**Clients**



**Accenture**

ACIC Rome brings together Accenture's deep technical know-how 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, **we bring 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 AI engine. So, customers can automate operations and collaborate better.

<b>An all-in-one platform</b>	 <b>Infrastructure monitoring</b>	 <b>Application &amp; microservices</b>	 <b>Application security</b>
	 <b>Digital experience</b>	 <b>Digital business analytics</b>	 <b>Cloud Automation</b>

<b>Everything you need to tame the modern cloud</b>	 <b>One Agent</b> Continuous, automatic discovery & observability across the full stack	 <b>Smartscape</b> Automatic, real-time topology mapping with context	 <b>PurePath</b> Distributed tracing with code-level analysis
	<b>Davis AI</b> Precise answers with root-cause for enhanced performance and security in multicloud environments	<b>Hyperscale</b> Scalable across hundreds of thousands of hosts, millions of entities, & the largest multiclouds	

# 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.

01



02



03



04



# ACIC Use Case Catalog

**Intelligent Edge**

**Application  
Modernization**

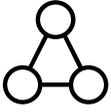
**Infrastructure  
Engineering**

**Data Engineering &  
Applied AI/ML**



# Infrastructure Engineering

OpenShift container monitoring



## 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.



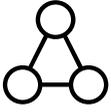
## Client benefits

- Automatic advanced observability across highly dynamic environment.
- No Code Change needed. Time to value reduced avoiding groups coordination to gain visibility.
- AI 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



## 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 and ServiceNow integration provide a solution that enables automatic observability for managing business services.
- 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.

## Contacts

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## Accenture Cloud Innovation Center Rome

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## Learn more

Find out about Accenture Cloud  
Innovation Center of Rome

[www.accenture.com/acicrome](http://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 801,000 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 AI with unmatched industry experience, functional expertise and global delivery capability. Our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song, 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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