



Dynatrace for Cooper Suits

Mark Bley



Cooper Suits

- 135 stores in 30 states
- ~20 Mio requests per day !
- Largest store operators in U.S.



But...

- 85% of network traffic handled by **third party**



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- Customer relationship/interaction is impaired



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- 85% of network traffic handled by **third party**
- Very expensive
- Customer relationship/interaction is impaired
- Troubleshooting



There is more...

- Move of all OPs to Cloud Foundry



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- Full visibility of cloud infrastructure



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- A **LOT** of data



There is more...

- Move of all OPs to Cloud Foundry
- Full visibility of cloud infrastructure
- A **LOT** of data
- Overview and monitor this infrastructure:
 - More tools, knowledge, time and money !



Welcome to Dynatrace !



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- Enterprise cloud monitoring driven by AI



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- Deployment with one line of code !
- One agent !



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- Autonomous discovery of network

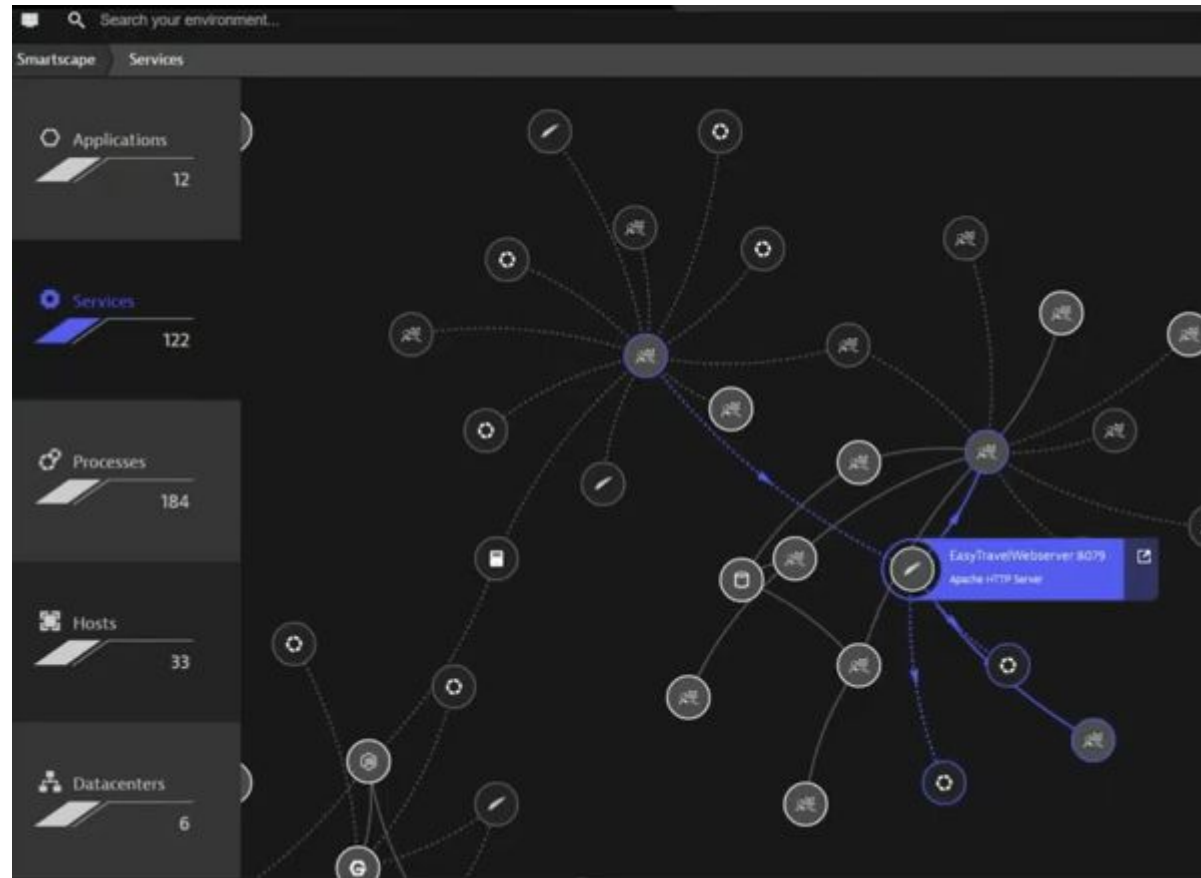


Welcome to Dynatrace !

- Enterprise cloud monitoring driven by AI
- Deployment with one line of code !
- One agent !
- Autonomous discovery of network
- Platform independent:
 - Linux
 - Windows
 - Apple



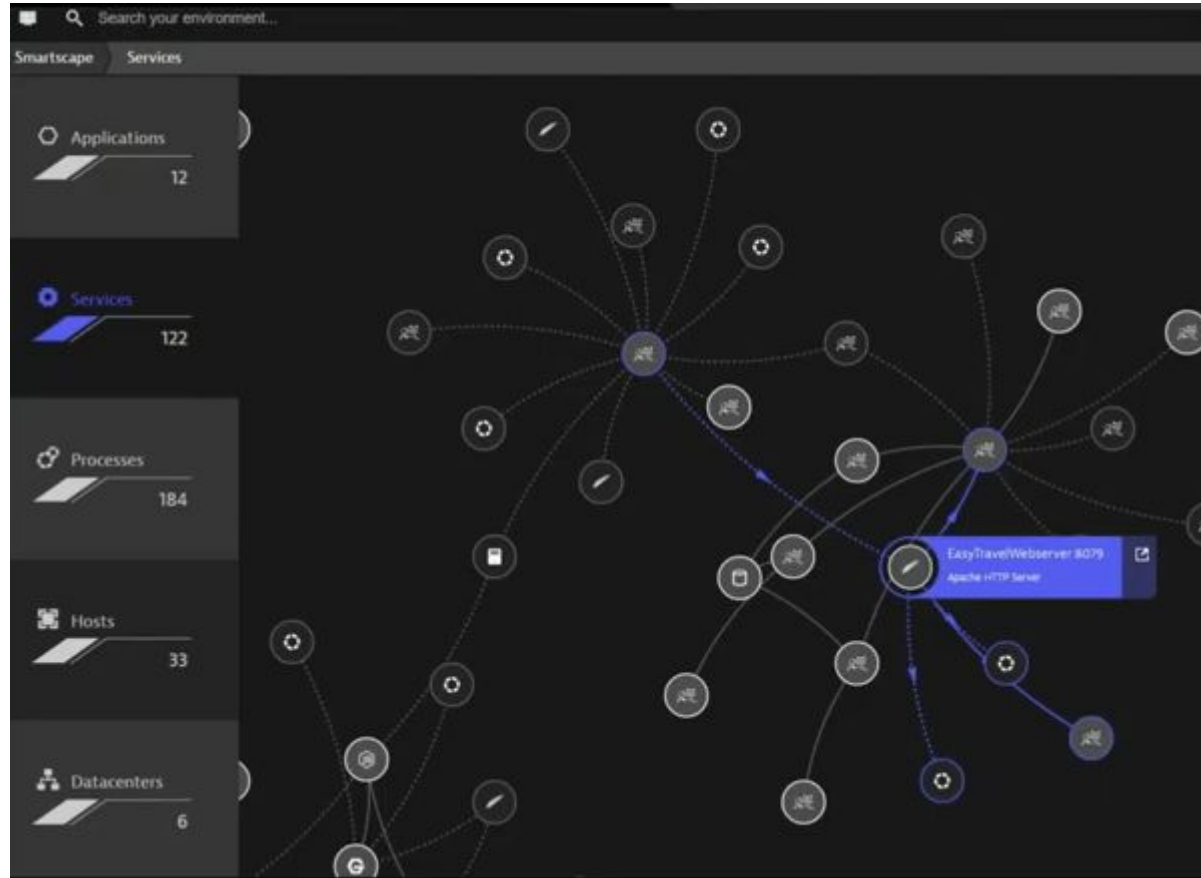
Smartscape





Smartscape

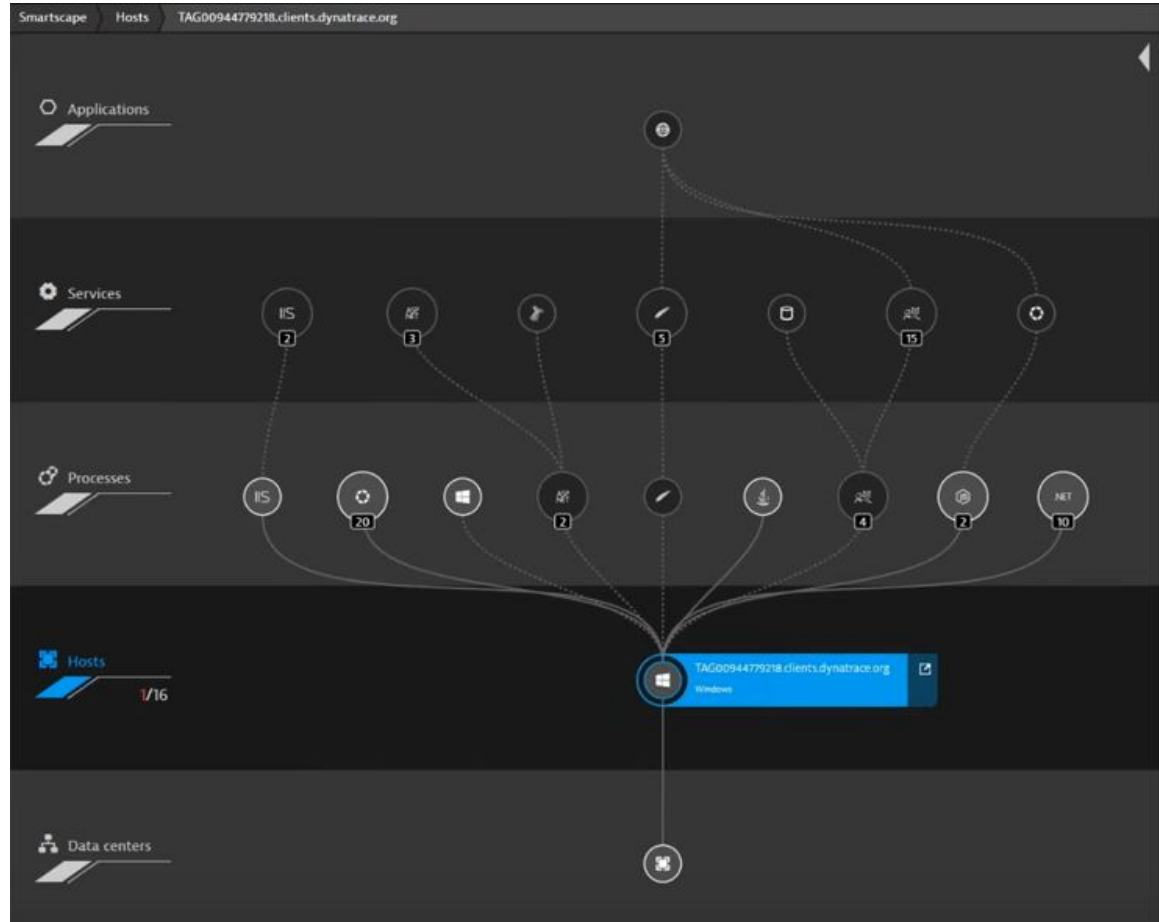
- Full stack view
- All Interconnections





Smartscape

- Full stack view
- All Interconnections





Issue monitoring

- Replay problem in real time
- Finds root cause
- Item for issue automatically created
- Who got affected
- What was impacted



Issue monitoring

Search Dynatrace demo...

Problems Problem 131

2 applications: User action duration degradation

Problem 131 detected at Jul 22 22:57 - Jul 22 23:56 (was open for 59 minutes).
This problem affects real users.

	Affected	Recovered	Monitored
Applications	-	2	16
Services	-	15	120
Infrastructure components	-	3	1,167

275,598,720
Dependencies analyzed

Business impact analysis

An analysis of all affected service calls and impacted real users during the first 10 minutes of the problem shows the following potential impact.

90
Impacted users

9.55k
Affected service calls

Show more

2 impacted applications

183 User actions per minute impacted

www.easytravel.com
Application

User action duration degradation
The current response time (41.6 s) exceeds the auto-detected baseline (4.98 s) by 736 %

Affected user actions	User action
41.2/min	2 User actions
Browser	Geolocation
All	OS
	All

www.easytravelb2b.com
Application

Root cause

Based on our dependency analysis all incidents have the same root cause:

B81-apache-tomcatjms-lis
Host

CPU saturation
100 % CPU usage

Analyze logs

CheckDestination
Custom service

Response time degradation
The current response time (14.4 s) exceeds the auto-detected baseline (126 ms) by 11,374 %

Affected requests	Service method
648 /min	All methods affected

B82-apache-tomcatjms-lis
Host

CPU saturation
100 % CPU usage

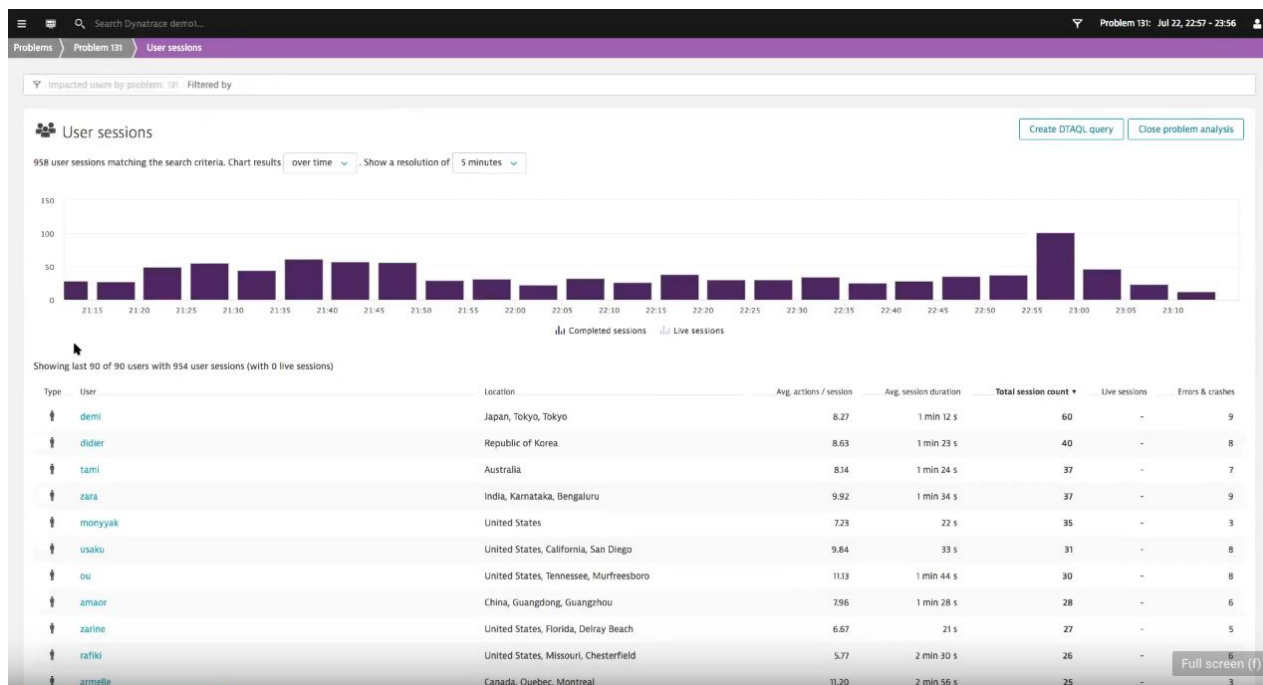


User monitoring

- Independent User ID
- Check user activity
- Open sessions
- Where (PC, Mobile App, OS, browser, ISP...)
- Replay every click, tab

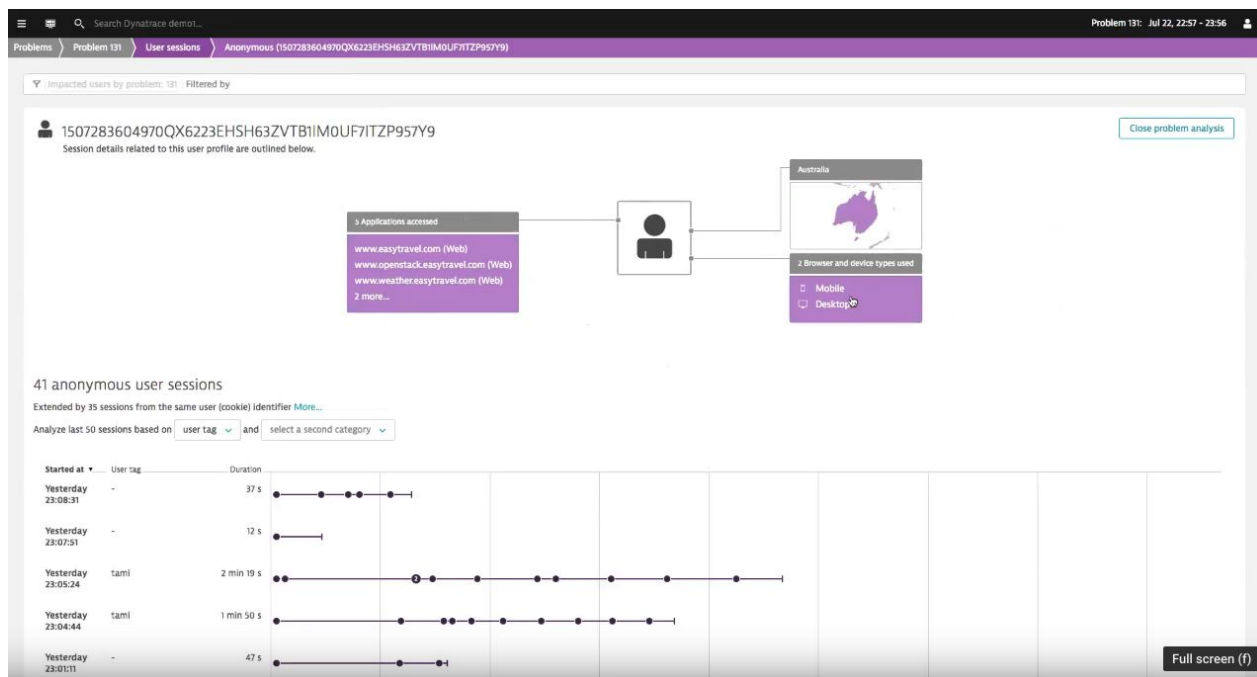


User monitoring





User monitoring





Questions ?