



Dynatrace

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



V.P. - Pre-Production Performance Architect
at a financial services firm with 10,001+
employees

it_user19185

VALUABLE FEATURES

The test automation feature.

IMPROVEMENTS TO MY ORGANIZATION

The test automation feature has enabled APM to “shift as far left” as possible and has enabled us to integrate it within the Agile CI and accompanying unit test frameworks within that CI process.

ROOM FOR IMPROVEMENT

The UI.

USE OF SOLUTION

I've been using it for two years.

DEPLOYMENT ISSUES

We had minimal issues, but this was more to do with internal issues than the tool/vendor.

STABILITY ISSUES

We had minimal issues, but this was more to do with internal issues than the tool/vendor.

SCALABILITY ISSUES

Initially, we had issues scaling it to the enterprise level on a large, complex environment.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: It's excellent. Technical Support: It's excellent.

PREVIOUS SOLUTIONS

We used a previous tool which was minimally used by developers, as it was not as deep of a monitoring tool and lacked sufficient support.

INITIAL SETUP

I was not directly involved but the complexity was more to do with our own environment than the vendor/tool, and the amount, and placement, of servers needed to support the Dynatrace components.

IMPLEMENTATION TEAM

We used a mixed team. The vendor team was very technical and available and we learned a lot from them assisting us.

PRICING, SETUP COST AND LICENSING

Assure enough and proper training and have a guardian, a single point contact from Dynatrace assigned for your organization to provide timely support/service.

OTHER SOLUTIONS CONSIDERED

We also considered: New Relic Lucierna AppDynamics

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