



# Dynatrace

## Review From A Customer



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

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## Review by a Real User

Verified by IT Central Station



**Randall Hinds**

Program Manager - Enterprise Command Center at a financial services firm with 10,001+ employees

### **WHAT IS OUR PRIMARY USE CASE?**

DCRUM is no longer used by my team, due to lack of executive support. Our primary use case was for post mortem investigation on application data flows.

### **HOW HAS IT HELPED MY ORGANIZATION?**

We isolated to root cause on multiple occasions, identified performance bottlenecks in load balanced app infra, and delivered unparalleled usage and performance reporting for newly designed applications.

### **WHAT IS MOST VALUABLE?**

Agentless Transaction Analysis allows my team to granularly decompose complex operations and flows for business applications. Combined with SSL decryption, this capability helps my team to see the exact path a real user's transaction takes with meaning metrics captured at every hop.

### **WHAT NEEDS IMPROVEMENT?**

Decodes on less used/popular protocols are available, but they should be included. Additional investment should not be required.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

More than five years.

### **WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

No

Dynatrace



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### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

In house

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