Dynatrace’s impact on our customers

PRESENTER

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Agenda

- Who is Dynatrace?
- What is Observability and why it matters
- Customer examples
- Application Security – Runtime Vulnerability Analysis
- Customer examples

Dynatrace - The Industry Leader

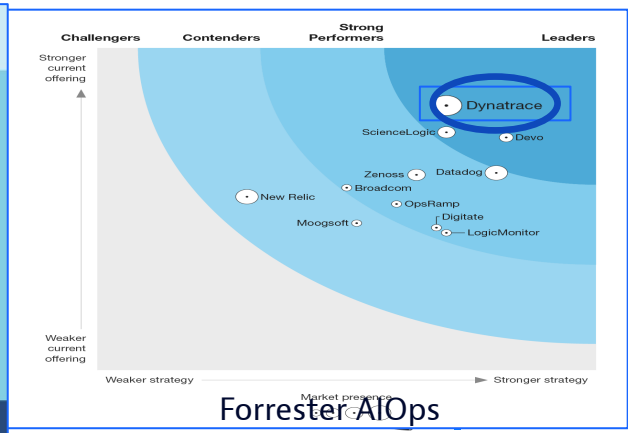
#1 Intelligent and Automated Observability for Digital Transformation

#1 G2 Crowd Leader Winter 2019 · TrustRadius Top Rated 2018 · #1 Ranked IT Central Station

3000+ Customers Minnesota · SAP · Kroger · Air Canada · Duke Energy

25 Major Releases per Year

Publicly Traded NYSE



Forrester AIOps

What is Observability and Application Performance Management(APM)

- **Observability and Application Performance Management (APM)**
  - Measure a system's current state based on the data it generates, such as logs, metrics, and traces.
  - Track key software application performance metrics to ensure system availability, optimize service performance and response times, and improve user experiences.

- **Why it matters**
  - Cloud-native environments have gotten more complex, and the potential root causes for a failure or anomaly have become more difficult to pinpoint.
  - Optimize application reliability and performance
  - Improve digital user experience
  - Reduce outages through wholistic monitoring of enterprise applications and infrastructure

- **Key roles in an organization**
  - Site reliability engineers (SRE)
  - Operations, and Security Teams
  - Development, DevOps engineers
  - Digital channel teams

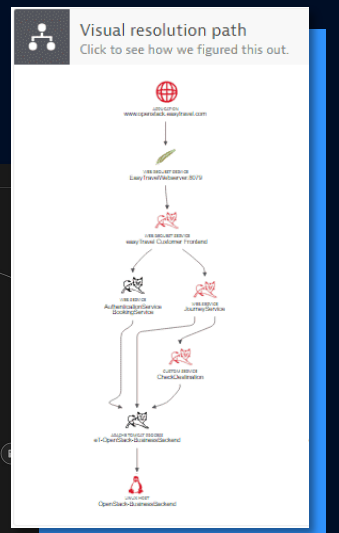
WHY OBSERVABILITY MATTERS

BUSINESS TRANSFORMATION

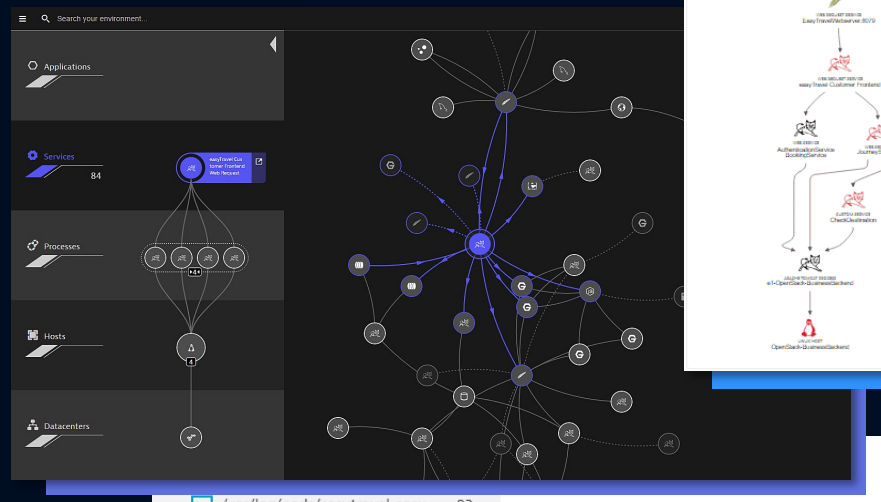
How Dynatrace is uniquely positioned to help you

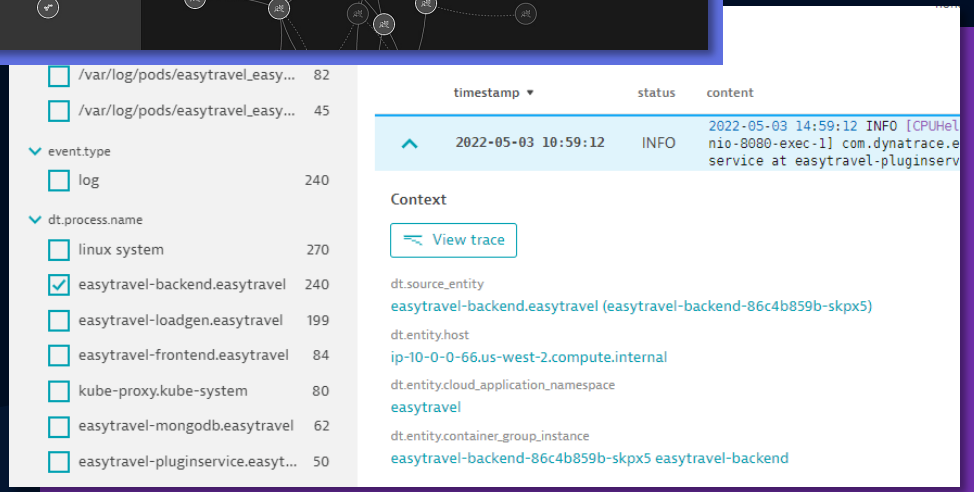
- **One platform** for all observability use cases at enterprise scale
  - Ingest logs, metrics, traces, user, and business data
  - Continuous **discovery and visualization of** entire estate with Smartscape topology
- **AI-driven insights automatically** in context
  - **Always-on deterministic-AI** alerting and root cause analysis
  - **Relive each step of each problem** with Pure Path®, every dependency, end-to-end, full-stack
- **Industry-leading AIOps platform**
  - Log Management & Analytics
  - Intelligent Observability and Automation

Pure Path®



Smartscape





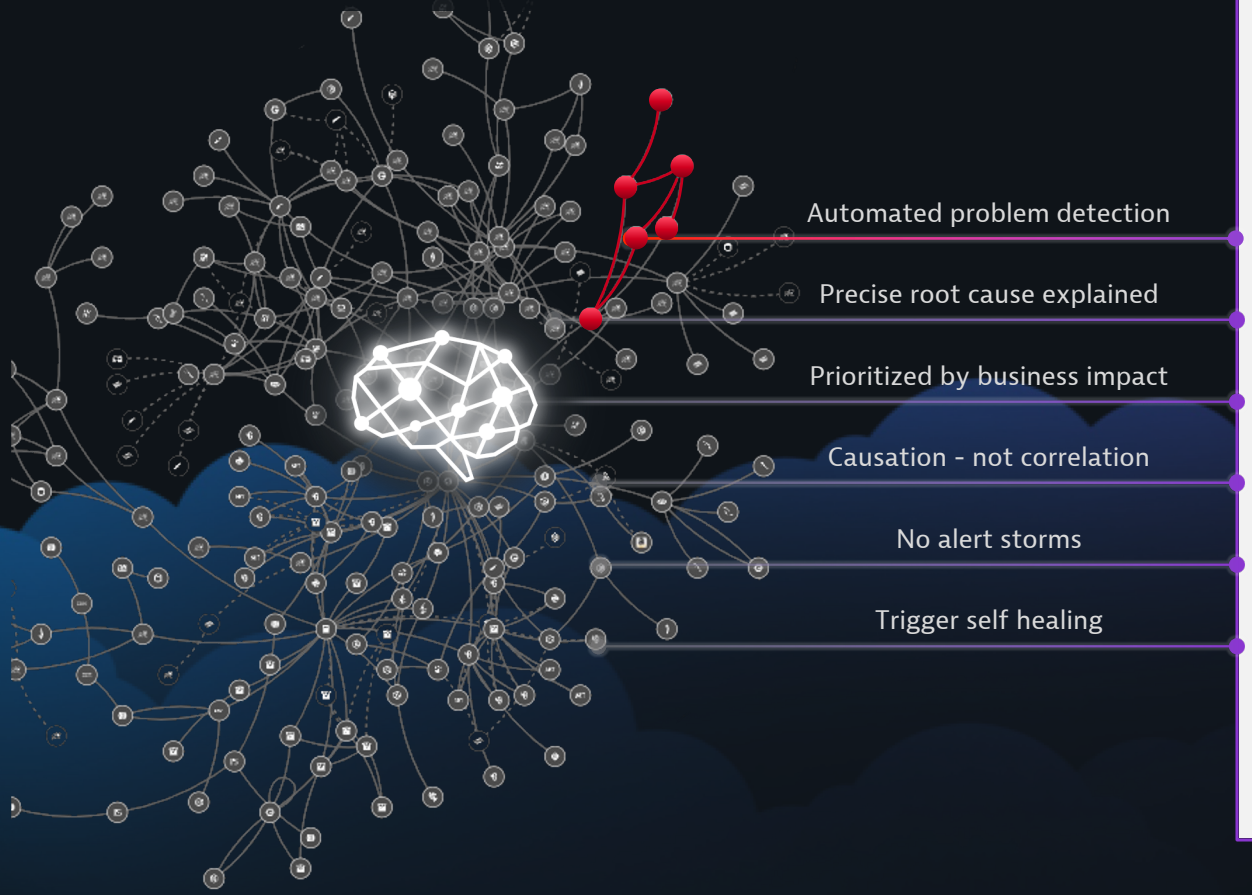
Log event viewer and analytics

The benefits of Davis Causal AI: Provides precise answers

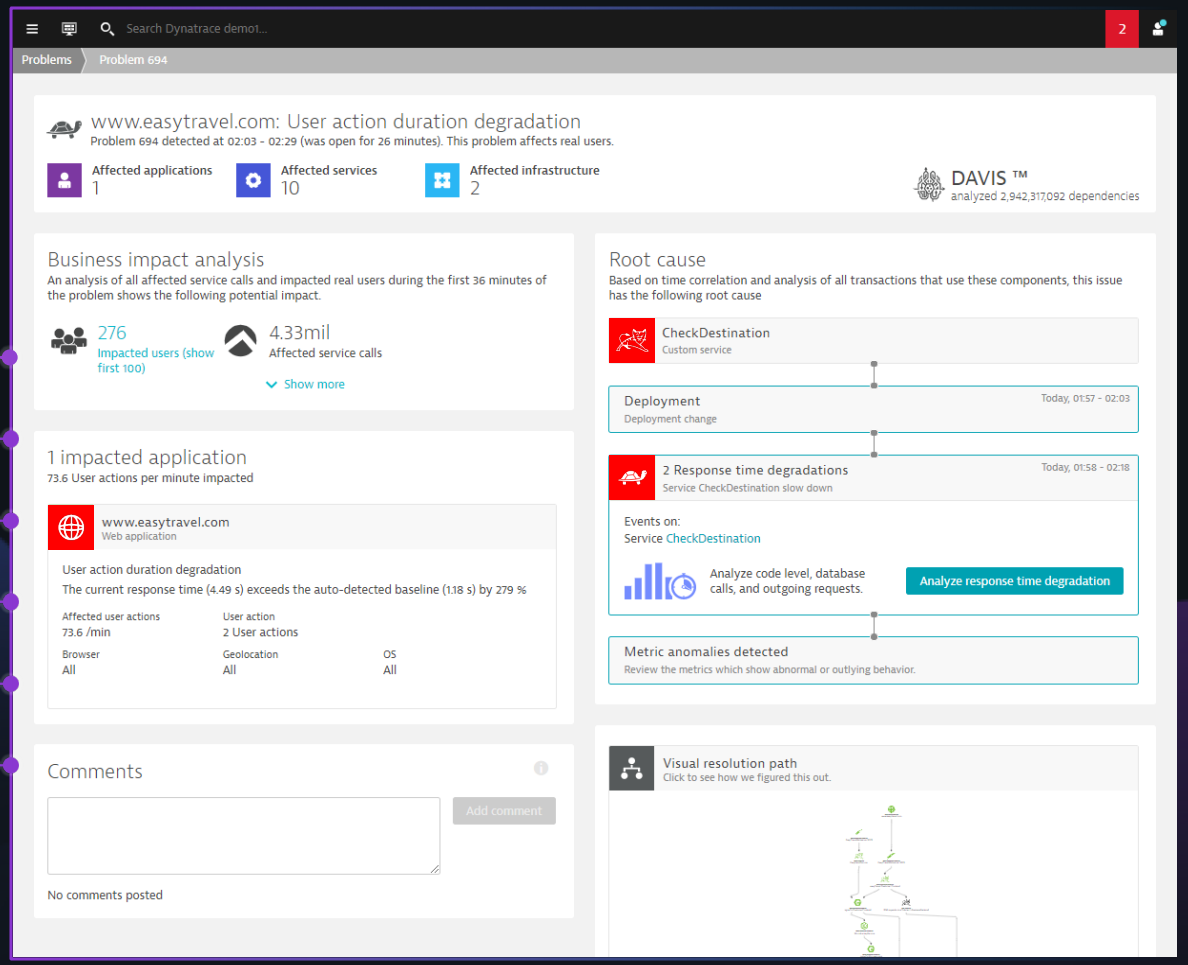
> "Dynatrace's AI-driven answers are helping the business to remediate problems quicker, meaning we're able to spend more time innovating and less time solving problems."
>
> **Anish Patel**, Principal Systems Engineer

CENGAGE

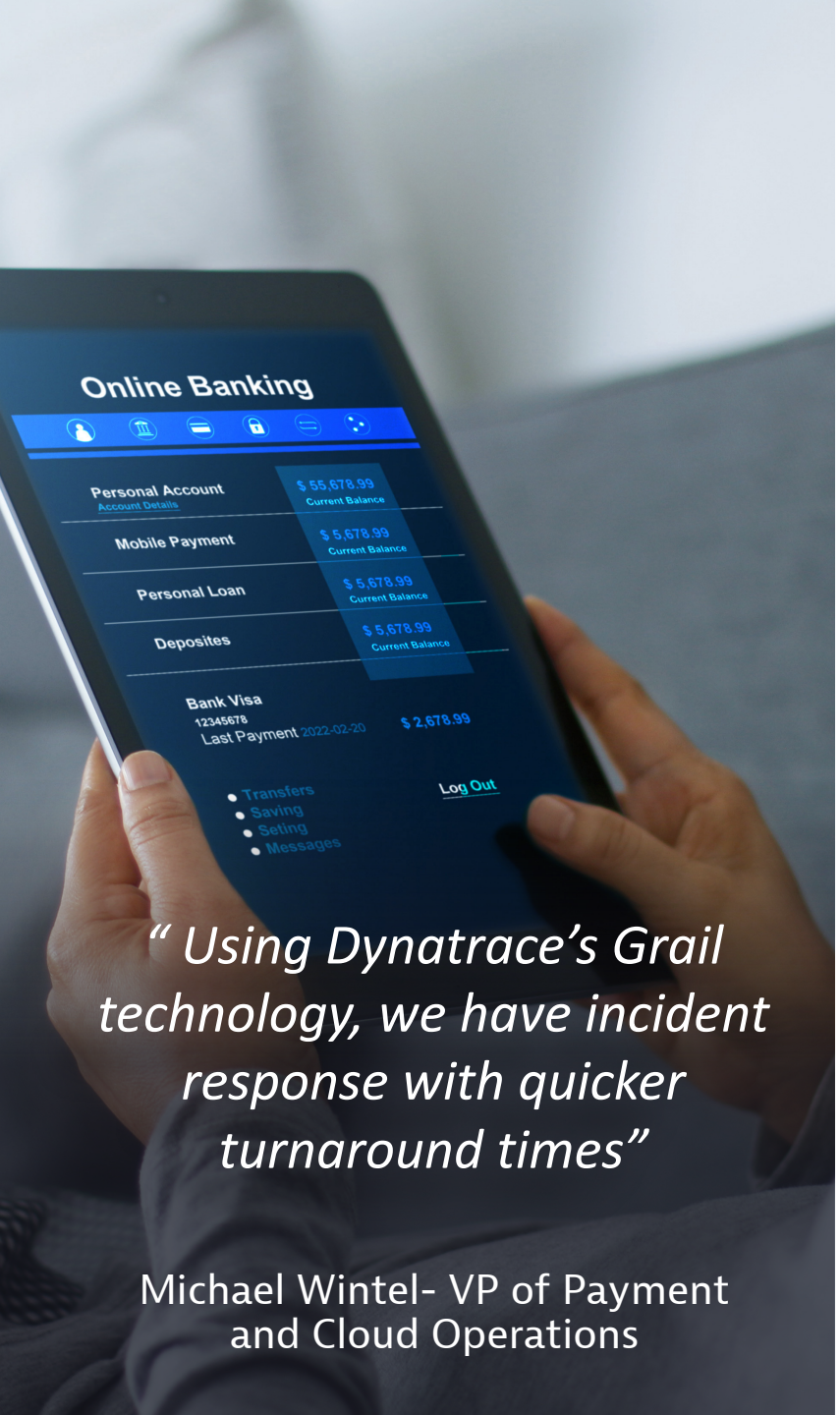
Dynatrace continuously observes, learns and auto-adapts to changes in real-time to detect problems automatically (even the ones you never thought of).



- Automated problem detection
- Precise root cause explained
- Prioritized by business impact
- Causation - not correlation
- No alert storms
- Trigger self healing



Customer Example of A.I.



“ Using Dynatrace’s Grail technology, we have incident response with quicker turnaround times”

Michael Wintel- VP of Payment and Cloud Operations

Bank of Montreal reduces MTTI/MTTR with Davis AI

- Massive reduction in outages and MTTR with AI driven, automatic problem detection and root cause analysis
- Dynamic, hybrid cloud environment (VMs, K8s Openshift, AWS, Serverless)
- 15,000 hosts, 4,000 applications, 25,000 application services in production, 2-3 TB of log data ingested a day
- Dozens of legacy monitoring solutions leading to MTTI of 30+ days

Dynatrace impact:

80%

MTTI/ MTTR

Mean Time reduced for issue analysis and resolution

60

Hours saved a Month

Per team for log analytics toil

40

Hours of extra time

Unlocked for each development team

Customer Example of Digital Experience Monitoring

"Dynatrace helps us to scale, and without its insights, it would not be possible to run our business successfully."

-Senior Director for Observability

SAP optimizes e-commerce experiences

- Modern cloud environment including Azure, Kubernetes and ServiceNow
- SaaS service powers e-commerce for 3,500+ of the world's leading brands, transacting $500B+ gross revenue annually

Dynatrace impact:

Dynatrace Modules

Infra, APM, DEM

1.3M

ORDERS PROCESSED

during Cyber Monday Weekend alone

100%

DELIVERED

uptime

88%

DECREASE IN OUTAGES

during the 2020 holiday shopping season vs. 2019, while managing a 6x increase in traffic volume

Customer Example of DevOps

Leading APAC bank releases new digital services 20x faster by automating DevOps processes

- Company migrated to modern cloud environment based on Azure, Kubernetes and OpenShift
- Limited observability across clouds slowed dev cycles

Dynatrace Impact:

Dynatrace Solutions

APM, Infra, DEM

10x More apps

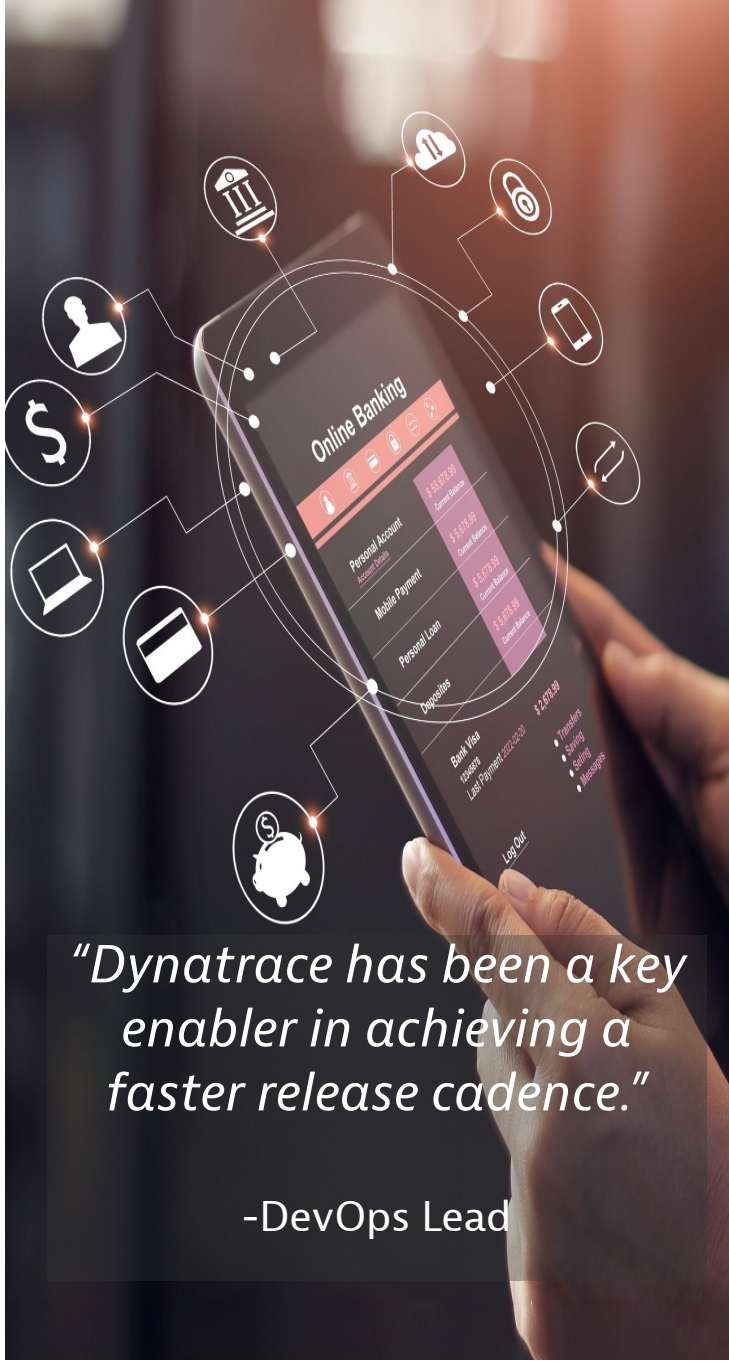
In new cloud environment, end-to-end observability across full-stack

20x Faster

release of new services

0 Major Errors

In post-production code, and 75% faster resolution for non-major errors



"Dynatrace has been a key enabler in achieving a faster release cadence."

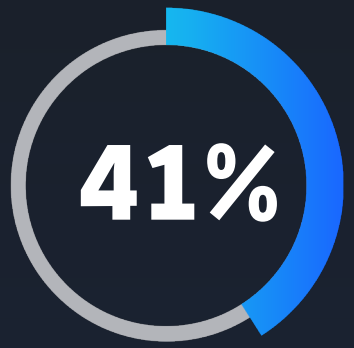
-DevOps Lead

Application Security

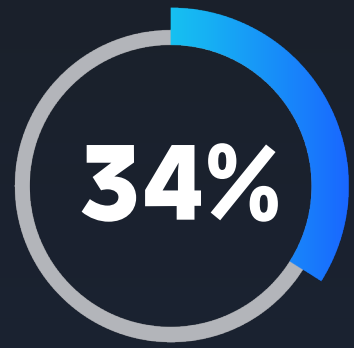
COMPLEXITY IS MAKING IT HARDER TO SECURE CLOUD APPLICATIONS

58 DAYS

Avg MTTR for vulnerabilities in internet facing apps*



Application exploits that took advantage of a vulnerability**



Third party CVEs with Injection vulnerabilities***

* Edgescan 2022 Vulnerability Statistics report

** 2023 Forrester state of Application Security

*** Analysis of 2014-24 data on CVEdetails.com - includes SQL Injection and XSS

A NEW APPROACH IS NEEDED TO BREAK DOWN DEV-SEC-OPS SILOS

v

High-risk Posture

"**68%** say software supply chain complexity makes vulnerability management difficult"[1]

"**58%** of "critical" vulnerability alerts are false positives" [1]

Unprotected Vulnerabilities

"It takes an average of **96 days** to fix a vulnerability"[2]

"We've turned off full-blocking mode on our WAF due to **too many false positives**"

Manual Response

"**33%** of teams have automated handoffs across functions" [1]

"**28%** of time spent on vulnerability management tasks could be automated" [1]

Laborious Investigations

"**55%** say security data spans multiple platforms with no context" [1]

"**70%** of alerts are never investigated" [1]

1: Dynatrace 2023 CISO Research Report
2: Snyk 2022 State of Open source

Dynatrace Application Security Runtime Vulnerability Analysis (RVA)

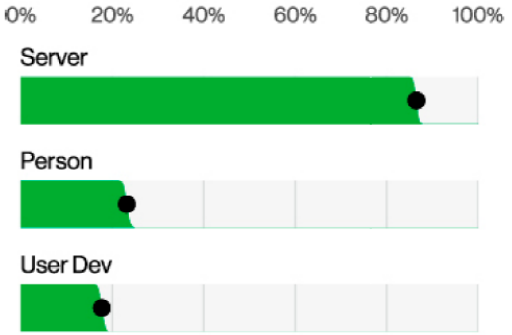
- The goal is to ensure that software applications are built secure and that they can withstand attacks from malicious actors.

- DevSecOps is a methodology that aims to ensure that security is considered throughout the software development process and that security is treated as a shared responsibility between developers, security teams, and operations teams.

Application Security Risk – Recent Facts

- 50% of all Data Breaches happen at the Application Level – Source Verizon 2023
- The average cost of a Data Breaches is $9M – Source IBM 2023
- 74% of all vulnerabilities never get remediated – Source Veracode 2023
- Leads to: LastPass, Codecov, Kaseya, Spring4Shell, SolarWinds, Log4j – Comparitech 23
- **Takeaway**
  - Code Scanners are no longer sufficient to protect the Applications, as the attack Surface & Vectors have grown, exponentially.
  - You need a much broader, contextual, overarching, and continuous view of the risk that works in alignment with your existing AppSec Point Solutions …..to fill in the “gaps”, where the code scanners leave off, are omitted, or miss.
  - In order to drastically reduce false positives, prioritize vulnerabilities using runtime context, analyze applications for which source code is not available (COTS), and to monitor for and protect against exploits in production

Assets Breach



Healthcare Industry

Frequency	525 incidents, 436 with confirmed data disclosure
Top patterns	System Intrusion, Basic Web Application Attacks and Miscellaneous Errors represent 68% of breaches
Threat actors	External (66%), Internal (35%), Multiple (2%) (breaches)

Actor motives	Financial (98%), Espionage (2%), Fun (1%), Ideology (1%) (breaches)
Data compromised	Personal (67%), Medical (54%), Credentials (36%), Other (17%) (breaches)

Source: Verizon 2023-data-breach-investigations-report-dbir

Application Security – Operation Risks

- Web Application Protection
- Zero-Day Prevention
- Cloud Application Protection
- Software Supply Chain Protection
- Sensitive Data within Code
- Improper Error Handling

Reliable, secure environment proactively managed at scale

- Continuously detect vulnerabilities in your production environment in real time
- AI-assisted prioritization based on vulnerability impact
- Runtime attack detection against key threats
- Automated handoffs between Security and Development with added intelligence and context
- Open platform to empower DevSecOps at scale with intelligent automation

Benefits

- Reduce time to find vulnerabilities
- Reduce cost to fix vulnerabilities
- Faster time to risk remediation
- Reduce attack surface
- Reduce IT risk and exposure

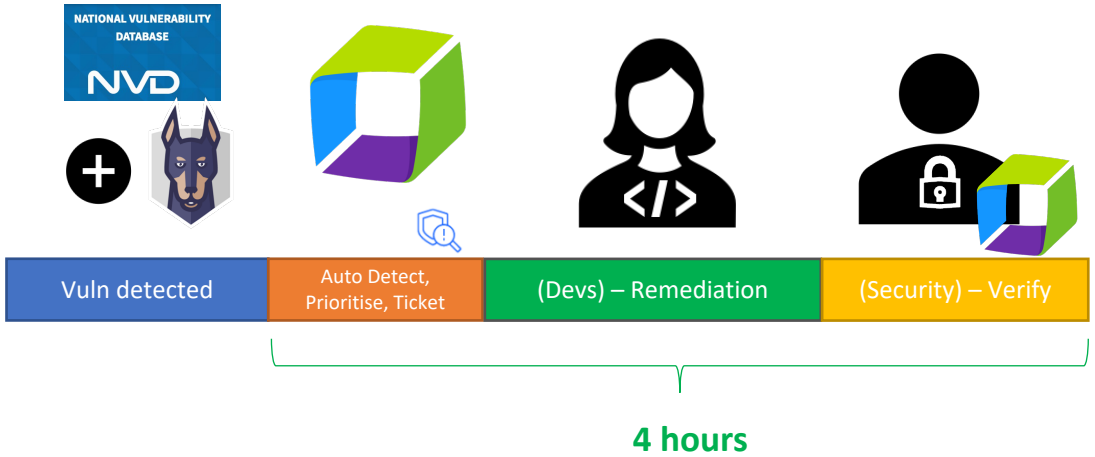
Global Insurance Customer

dynatrace

Application Security Runtime Vulnerability Analysis (RVA)

Before AppSec

After AppSec



95% reduction in vuln risk remediation time

"With Dynatrace's AppSec Solution, we've improved critical vulnerability remediation from 96hrs to 4hrs"

Customer Example of AppSec – RVA

Pasco County boosts trust with constituents and enhances agency reputation

- Pasco County needed a platform that would serve as a digital backbone, providing end-to-end visibility and a consolidated view across its environment, and automate its manual operations and security processes
- Pasco County needed to adopt measures to ensure the integrity of its systems and protect sensitive citizen data that could be used for fraudulent activity

Dynatrace Impact:

Dynatrace Solutions

AppSec, DEM

6% Increase

in various CSAT categories

>50% Reduction

in the number of critical, user-impacting incidents within 12 months

12 Hours

for mean-time-to-resolution cut in half

"Dynatrace has become the anchor for our INSOC and has improved our focus on service availability and quality."

- Assistant Chief Information Officer

Questions