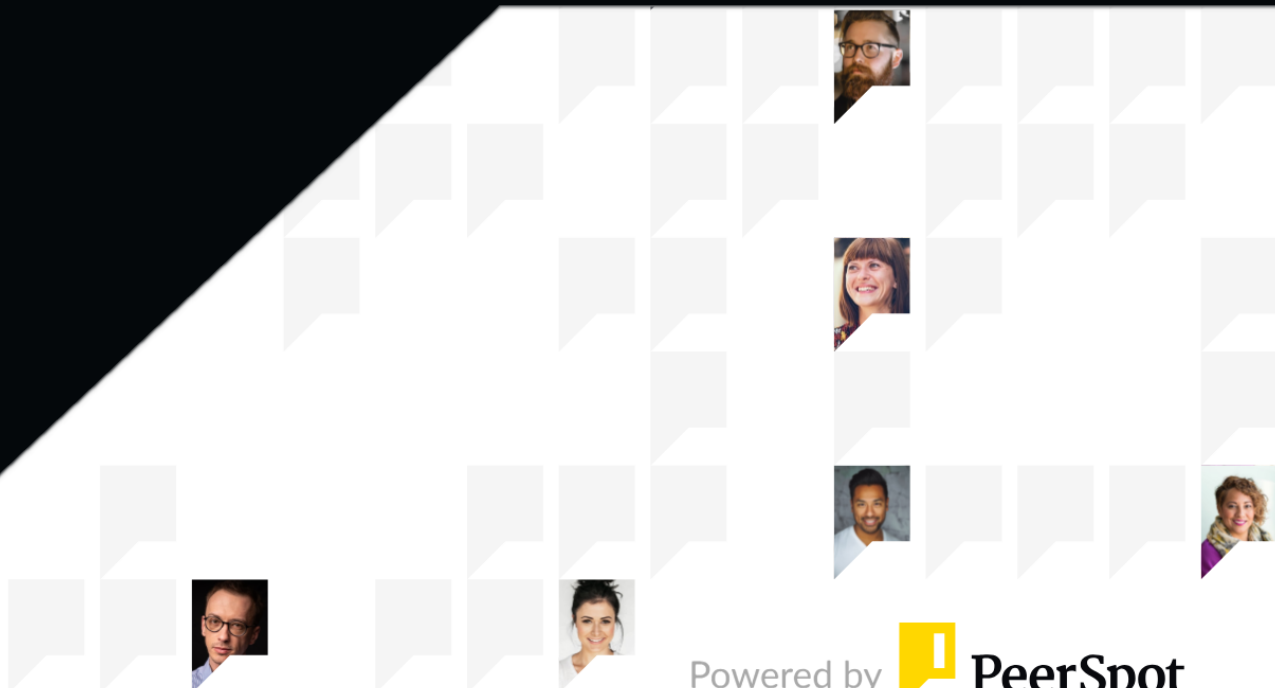


aws marketplace

Dynatrace

# Reviews, tips, and advice from real users



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# Product Recap



Dynatrace

# Dynatrace Recap

Dynatrace is an AI-powered software intelligence monitoring platform that accelerates digital transformation and simplifies cloud complexities. Dynatrace is an entirely automated full-stack solution that provides data and answers about the performance of your applications and deep insight into every transaction throughout every application, including the end-user experience. By modernizing and automating enterprise cloud operations, users can deliver an optimal digital experience with higher quality software to customers faster.

Dynatrace offers an all-in-one automated artificial intelligence solution that brings together application performance, cloud and infrastructure, and digital experience monitoring.

Dynatrace accelerates performance-driven results through operations, development, and business teams with a shared metrics platform. In addition, users are provided a full-stack monitoring experience with three patented technologies:

- **Smartscape** - visualization mechanism that maps the totality of everything working in your environment and detects any casual dependencies between your applications, processes, websites, services, hosts, cloud infrastructure, and networks.
- **OneAgent** - a technology that analyzes, gathers, and unifies all business performance metrics throughout every layer of your technology stack.
- **PurePath Technology** - code-level context and timings are captured from the mainframe to the cloud for all end-to-end transactions.

## What does Dynatrace offer?

Dynatrace redefines how organizations monitor their digital ecosystems. The solution offers:

- **Cloud Automation:** With AI engine Davis®, users can see the exact reason for problems and facilitate quick auto-remediation and intelligent cloud orchestration.
- **Application Security:** With automated application vulnerability management, users can deliver applications faster and more securely.
- **Infrastructure Monitoring:** Convenient broad visibility across your environments is provided with streamlined, automated infrastructure monitoring.
- **Digital Experience Monitoring (DEM):** Optimize your applications, provide better support, and improve user experience with a combination of Real User Monitoring (RUM), Session Replay, and synthetic monitoring throughout your environment.
- **Applications and Microservices:** For complex cloud environments, Dynatrace can automatically provide visibility and root-cause answers. It can also monitor microservices.



# Valuable Features

Excerpts from real customer reviews on PeerSpot:

✓ “Dynatrace positively impacts my organization in various ways.”



**Anand\_Kumar**

Enterprise Architect at DXC Technology

✓ “Dynatrace offers exceptional features compared to other monitoring tools.”



**Aadinath Tikone**

System Administrator at a manufacturing company with 10,001+ employees

✓ “The reviewer gave this solution a rating of nine out of ten.”



**Pedro-Torres**

IT Project Manager at Bankinter

✓ “The main benefit of Dynatrace is that it's easy to understand where exactly the issue is; when you see the PurePath, you know which particular machine or hop the application is having an issue with, allowing us to easily drill down to what is happening with the application.”



**Verified user**

Performance Architect at a tech vendor with 5,001-10,000 employees



“I like the solution's tracing feature.”



**Roopesh Shetty**

Senior IT architect at a healthcare company with 51-200 employees



“PurePath is one of the best features.”



**KapilK**

Senior Manager, Technical Architect Performance at Duck Creek Technologies



“This solution has helped our organization on multiple occasions. The synthetic monitor came in particularly handy.”



**Manish Ved**

Lead Infrastructure Domain Architect (Systems) at a healthcare company with 10,001+ employees

## What users had to say about valuable features:

“The observability provided by Dynatrace is extremely valuable. It allows us to achieve transparency and gain comprehensive insights into our operations..”

**Verified user**

[Read full review](#) 

Chief Executive Officer at a comms service provider with 11-50 employees

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“Graduation features offered by Dynatrace provide a single view and can connect with many other monitoring systems. Importantly, it delivers real-time insights.

Additionally, Dynatrace positively impacts my organization in various ways..”

**Anand\_Kumar**

[Read full review](#) 

Enterprise Architect at DXC Technology

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Dynatrace offers exceptional features compared to other monitoring tools. It allows the creation of different dashboards related to application availability and server latency. The integration with Power BI for generating detailed reports is a standout feature. Furthermore, the automation of alert management, which integrates with ticketing systems to automatically raise and assign tickets, is a significant advantage over tools like Centreon. Dynatrace also integrates with AI tools to generate business reports.

**Aadinath Tikone**

[Read full review](#) 

System Administrator at a manufacturing company with 10,001+ employees

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“I like the solution's tracing feature. There's a technology called PurePath in Dynatrace that helps us trace the end-to-end request for a service call. It starts tracing or capturing from the moment a user accesses our website, opens the browser, and clicks on login till it reaches our endpoint, the application server with the database server.

It will capture all the traces, including the number of requests, the response time, the number of calls made, the number of errors, and the root cause of each error. Dynatrace provides real user monitoring with APM..”

**Roopesh Shetty**

Senior IT architect at a healthcare company with 51-200 employees

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“I find the classic service analysis, service analysis, distribution tracing, and the technology stack that it shows most valuable about Dynatrace, along with the Scape View. I'm unable to pronounce the exact name, but there is a Scaped View, Scaled View, or Scape View where I can see all the environments and how they are configured.

“We use AI-powered anomaly detection from Dynatrace, specifically Davis AI log analysis.

“The effectiveness of Dynatrace's user experience monitoring is very useful.

“I'm using Dynatrace for full-stack monitoring..”

**Verified user**

Performance Architect at a tech vendor with 5,001-10,000 employees

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“We use Dynatrace full-stack monitoring because it allows us to trace issues across the entire stack — from user interactions to backend infrastructure. It’s very effective for identifying where problems occur, making it highly valuable for end-to-end observability.

Dynatrace's user behavior monitoring and analysis also works well. It provides powerful insights into user interaction patterns, session behavior, and user experience metrics, which help us understand how our applications are being used.

One of the features I appreciate most is the OneAgent. We only need to install a single agent per host, and it automatically collects metrics, logs, traces, events, and more — without requiring multiple separate tools or manual instrumentation.

We also benefit from Dynatrace’s AI-powered anomaly detection. The Davis AI engine detects unusual patterns, performs root cause analysis, and sends smart alerts — all automatically, which significantly improves our incident response time..”

**Ratmir Balajayev**

Head of Technical Department at Jetinfosystems Azerbaijan

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# Other Solutions Considered

In the past, I used Icinga and Centreon. Compared to these, Dynatrace remains the top priority. Its features surpass the typical expectations for monitoring tools.

**Aadinath Tikone**

System Administrator at a manufacturing company with 10,001+ employees

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“Dynatrace is ideal for clients who need advanced, automated monitoring. However, some clients may not fully understand its value and might not need to invest in a high-end solution if their requirements can be met with free tools like Zabbix..”

**Ratmir Balajayev**

Head of Technical Department at Jetinfosystems Azerbaijan

[Read full review](#) 

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“Clients sometimes opt for alternatives based on budget constraints. If the budget is small, tier two solutions like Elasticsearch may be considered. It varies by location, like in Singapore, where tier two solutions are viable options..”

**Anand\_Kumar**

Enterprise Architect at DXC Technology

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“Datadog is Dynatrace's main competitor. It is cheaper than Dynatrace. However, Datadog's instrumentation is manual and time-consuming, and it requires a lot of effort. In contrast, Dynatrace can be set up in half an hour. Setting up Datadog requires a lot of manual effort and is not as easy as Dynatrace. Presentation-wise, Datadog's look and feel are not as impressive as Dynatrace's..”

**Roopesh Shetty**

Senior IT architect at a healthcare company with 51-200 employees

[Read full review](#) 

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“We previously used a full monitoring system with Zabbix, which worked well but required a lot of manual configuration and maintenance. With Dynatrace, we benefit from extensive automation tools that significantly reduce manual effort. This automation is a key difference that sets Dynatrace apart from Zabbix and other monitoring solutions..”

**Ratmir Balajayev**

Head of Technical Department at Jetinfosystems Azerbaijan

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“I have experience with SolarWinds and Applications Manager from ManageEngine. I predominantly use Dynatrace.

The pros of Dynatrace are that you are able to drill down to see in-depth how your application is performing, how your host is performing, and how your business services are performing, right from the cloud level down to the codes. The con of Dynatrace is that, at times, because it has so much information, it becomes difficult to see the root cause of your problem, and then you have to dig around to find the root cause..”

**Verified user**

Monitoring Observability Specialist at a financial services firm with 10,001+ employees

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# ROI

Real user quotes about their ROI:

“Dynatrace is easy to install and manage. It is simple and saves a lot of time. It is quite easy to manage, and anyone with basic IT knowledge can be a Dynatrace administrator..”

**Roopesh Shetty**

Senior IT architect at a healthcare company with 51-200 employees

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“We saw a return on investment. The downtime has been reduced, which is significant in and of itself.

I would rate the return on investment a five out of five..”

**Verified user**

Managing Enterprise Architect Individual Contributor at a tech vendor with 10,001+ employees

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“Determining ROI is subjective. Monitoring is passive, merely aiding business processes and not active within them. ROI is hard to specify; however, incidents like impending ransomware attacks highlight its value, though those are exceptional events. Return on investment in predictive analytics and AI tools is minimal, given the passive nature of these systems..”

**Anand\_Kumar**

Enterprise Architect at DXC Technology

[Read full review](#) 

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“What I try to say to my customer is that, okay, it's not so expensive, if you could see the return of investment you will get. However, in Brazil, we have some difficulties when it comes to showing these numbers to the customer (they don't have the actualized numbers). It might be better, in the current market to just try to sell it to IT instead of across departments. .”

**Cristiane Machado**

Head Of Product Development at Stefanini SCALA

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“The cost savings can add because they are focusing on the end-user experience. Currently, all businesses are all about the user experience. So once you have such a tool, you just want to make sure that users are satisfied.

When they are satisfied, you will gain benefits. So when it comes to return on investment, by keeping your customers satisfied, it's worth it to invest in such a tool. It gives you clear visibility of the user experience or user behavior so you can improve your business..”

**RaidHammouri**

Presales Engineer at 2P - Perfect Presentation

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“In my previous company, it allowed a very small team to manage what was a very fast-moving tech stack. In my current company, it is still very early.

The consolidation of tools due to implementing Dynatrace has saved us money, although it's tricky to measure the impact. The list price of Dynatrace was more than the previous list price spend on monitoring tools because the various platforms had been provided as open-source tools, were provided through hosting companies, or had been acquired as part of acquisitions of other companies.

The open-source applications that we used included Grafana, Prometheus, Nagios, and Zabbix. New Relic through Carbon60 in Canada, as an example, was provided through a hosting company. Also, we acquired a Canadian company or had been acquired as part of acquisitions of other companies, AppDynamics, in a Canadian company, for example, with us in the budget of the previous company rather than our own company.

The hope was that Dynatrace through consolidation would release the material cost of the administrative overheads of tools like Prometheus and Grafana and the cost of hosting infrastructure for solutions like Nagios, Zabbix, Prometheus, Grafana, et cetera. This means that it is more of an upstream cost-saving, where we would be saving human effort and hosting costs by consolidating into a SaaS platform, which is pretty much all-in-one..”

**Richard Mitchell**

DevOps Leader at a legal firm with 501-1,000 employees

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# Use Case

“We use Dynatrace as an end-to-end monitoring solution to monitor all our cloud and on-premises infrastructure and applications. We use Dynatrace to monitor everything except storage, backup, and network devices. Our e-commerce front-end applications are completely monitored on Dynatrace..”

**Roopesh Shetty**

Senior IT architect at a healthcare company with 51-200 employees

[Read full review](#) 

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“Our primary use case for Dynatrace is full-stack monitoring. We use it to monitor the performance and availability of our applications, infrastructure, and services. It helps us quickly detect issues, analyze user behavior, and perform root cause analysis using AI-powered insights..”

**Ratmir Balajayev**

Head of Technical Department at Jetinfosystems Azerbaijan

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We decided to integrate Dynatrace primarily to monitor the availability and latency of our applications. We have a significant number of applications, and we needed a system that could manage their availability. Previously, we lacked evidence to show whether an application was available when a customer raised an issue. With Dynatrace, we can verify this information, even after a month.

**Aadinath Tikone**

System Administrator at a manufacturing company with 10,001+ employees

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“I see you did the research into Dynatrace and OpenTelemetry on the website. Are you an expert or user of this product? Let me confirm that you say you're just a user of Dynatrace. Are you a customer? We have your email as ptorres@bankinter.com..”

**Pedro-Torres**

IT Project Manager at Bankinter

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“Whenever we do any kind of performance or load testing with Dynatrace, we monitor the environment using service dashboards, deep distribution tracing, analyzing response time hotspots, method hotspots, and understanding the service flow while correlating all this with our load testing results and sharing the feedback with the stakeholders.

“We don't use anything related to CI/CD on Dynatrace, but we use it through LoadRunner Enterprise..”

**Verified user**

[Read full review](#) 

Performance Architect at a tech vendor with 5,001-10,000 employees

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“There are three major things that I look for. The first is that it is undoubtedly tier one, as per Gartner. This lowers the risk of product performance. Dynatrace has a good presence from an APM perspective, application performance perspective, where it can be easily configured.

There are many adapters and solutions available in the market. In every organization, like ours, there are a few more built-in adapters.

From an enterprise perspective, due to the higher cost, higher stability, and several considerations for high-level architecture, I take care of security perspectives, providing a stable solution.

For system integrators, it is good from an operational perspective since there are many SLAs, so larger organizations generally opt for tier one solutions where they can have fewer operational issues, avoiding SLA penalties..”

**Anand\_Kumar**

[Read full review](#) 

Enterprise Architect at DXC Technology

# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The solution's initial setup is very simple. You never get any monitoring tool as simple as Dynatrace. You just have to deploy one agent, and it's very straightforward..”

**Roopesh Shetty**

[Read full review](#) 

Senior IT architect at a healthcare company with 51-200 employees

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“I rate the product's deployment a ten out of ten. The installation and deployment process is brief, but configuring the entire environment, including the agent server and enterprise configuration, is more complex and time-consuming..”

**FerencJordanics**

[Read full review](#) 


System Engineer at a tech services company with 11-50 employees

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“Anand, this is reflective work. These setups are complex, meaning significant thought is required. It's a relative aspect, however, developers could have clearer insights. Today, products in the market are packaged, just requiring configuration. Collecting logs, tagging events, and other aspects are relatively straightforward and not considered complex..”

**Anand\_Kumar**

Enterprise Architect at DXC Technology


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“The initial setup of Dynatrace is generally straightforward thanks to the OneAgent, which automates discovery and instrumentation across the environment. However, configuring advanced features, custom dashboards, and integrations can be more complex and may require some learning and planning. Overall, the automation significantly reduces manual effort compared to traditional monitoring tools..”

**Ratmir Balajayev**

Head of Technical Department at Jetinfosystems Azerbaijan

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“The initial setup of the product is a relatively easy process since it is a SaaS-based platform. Previously, with Dynatrace, my company had it deployed on an on-premises model. Currently, when my company deals with the setup processes of the product, it is really easy since you just install the agents on your server or on your hosts, after which the product starts to do what it needs to do, and then you can just create your dashboards and alert systems. If you understand the application, the setup phase is a really simple process.

The solution's deployment and maintenance processes are handled by a team consisting of four members for both South Africa and the UK, and they also readily function as a support team. In terms of deployment and product administration, you can know how to utilize the tool from a much broader base..”

**Verified user**

[Read full review](#) 

Monitoring Observability Specialist at a financial services firm with 10,001+ employees

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“I would rate my experience with the initial setup an eight out of ten, with ten being easy.


It is fully automated, so it was easy.

The deployment model can be both on-premises and on the cloud.

The deployment depends on the component. Overall, it can be done in less than one hour, or two hours maximum; you will be able to finish deployment when it comes to the main components, like the analysis server or admin server. But when it comes to agents, it depends on the customer's environment. It may take hours or weeks. So, it depends on the prerequisites and the customers themselves..”

**RaidHammouri**

Presales Engineer at 2P - Perfect Presentation

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# Customer Service and Support

The technical support from Dynatrace is excellent. Recently, we had an issue, and the support team resolved it within 20 to 25 minutes. Their support is very fast and effective.

**Aadinath Tikone**

System Administrator at a manufacturing company with 10,001+ employees

[Read full review](#) 

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“We can reach out to them directly through chat services within the platform itself, or we can contact their partners globally. Dynatrace would be able to help you directly, and also let you contact the enterprise support team. So, it's quite good when it comes to support..”

**RaidHammouri**

Presales Engineer at 2P - Perfect Presentation

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“While designing the business dashboard, I encountered various bugs that impacted my work. There were many tickets and conversations between me and the support team. It took a reasonable amount of time to solve the issues..”

**KapilK**

Senior Manager, Technical Architect Performance at Duck Creek Technologies

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“Their support system is good. I would rate them at 9.5 out of ten. People generally don't pursue it since it's a monitoring system itself. They have a good reputation, and the support is commendable. People are helpful, even with delivery and other related aspects. I use their excellent support system..”

**Anand\_Kumar**

Enterprise Architect at DXC Technology

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“The solution's technical support is extremely good. If in our company, we are stuck with something, Dynatrace's technical support team is always quick to respond, and they always have answers to our questions.

I rate the technical support a nine out of ten..”

**Verified user**

Monitoring Observability Specialist at a financial services firm with 10,001+ employees

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“My experience with Dynatrace customer service and support has been positive. The support team is responsive and knowledgeable, providing timely assistance for technical issues. Additionally, the available documentation and community resources help resolve many questions quickly. Occasionally, complex issues may require escalation, but overall, the support experience is reliable..”

**Ratmir Balajayev**

Head of Technical Department at Jetinfosystems Azerbaijan

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# Other Advice

I highly recommend Dynatrace for organizations with a significant budget because it decreases resource costs and manpower. It is a versatile tool for IT organizations, providing features that are beneficial for comprehensive application monitoring. I rate Dynatrace a 9 out of 10.

**Aadinath Tikone**

System Administrator at a manufacturing company with 10,001+ employees

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“The SaaS version of Dynatrace is typically suitable only for proof of concept (POC) purposes. When customers commit to Dynatrace, they usually opt for the managed version for production use.

Overall, I would rate Dynatrace 9 out of 10 as a product solution..”

**Ratmir Balajayev**

Head of Technical Department at Jetinfosystems Azerbaijan

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“I give the solution nine out of ten. Enterprises typically choose Dynatrace, especially when the IT system budget is around a \$100 to \$200 million. Investing an additional \$120 million makes sense. If your system is worth \$50 million, the investment doesn’t exceed 1.2%. ROI considerations are tied to observability, dependent on how the business values these aspects..”

**Anand\_Kumar**

Enterprise Architect at DXC Technology

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“Buenos días. I apologize for interrupting. This position is for an IT Project Manager. As for this review, we will publish it on the website on peerspot.com in written or audio formats. If you want to stay anonymous, your name will not appear with the review. You will get notifications and the use of the review is subject to PeerSpot's terms of use. You can access it at peerspot.com/tos. We can send you an email with all of this if you want to. The reviewer gave this solution a rating of nine out of ten..”

**Pedro-Torres**

IT Project Manager at Bankinter

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“Technology keeps evolving. In my experience, we recently migrated our application from Azure VM to microservices hosted in Kubernetes. Some requirements were there, especially with GCP. Using the solution does not depend on the company size but on the requirement. Whoever uses an e-commerce ordering website must have Dynatrace. I would recommend Dynatrace to other users.

Overall, I rate the solution a nine out of ten..”

**Roopesh Shetty**

Senior IT architect at a healthcare company with 51-200 employees

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“The main benefit of Dynatrace is that it's easy to understand where exactly the issue is. When you see the PurePath, you know which particular machine or hop the application is having an issue with, allowing us to easily drill down to what is happening with the application. If something is happening on the UI, you want to understand what's wrong with the request, and to do that, you need to analyze Dynatrace to easily understand the root cause and where exactly you're seeing the issue.

“The Dynatrace license is at the client's location; the client has purchased it, and we just use it.

“Without any doubt, Dynatrace is preferable compared to AppDynamics. The main reason why Dynatrace is better is that you can see everything in one go; it includes log analysis, [AWS](#) analysis, component level analysis, PurePaths, distribution tracing, real user metrics, mobile metrics, all in one particular tool, one solution.

“On a scale of 1-10, I rate Dynatrace a 10..”

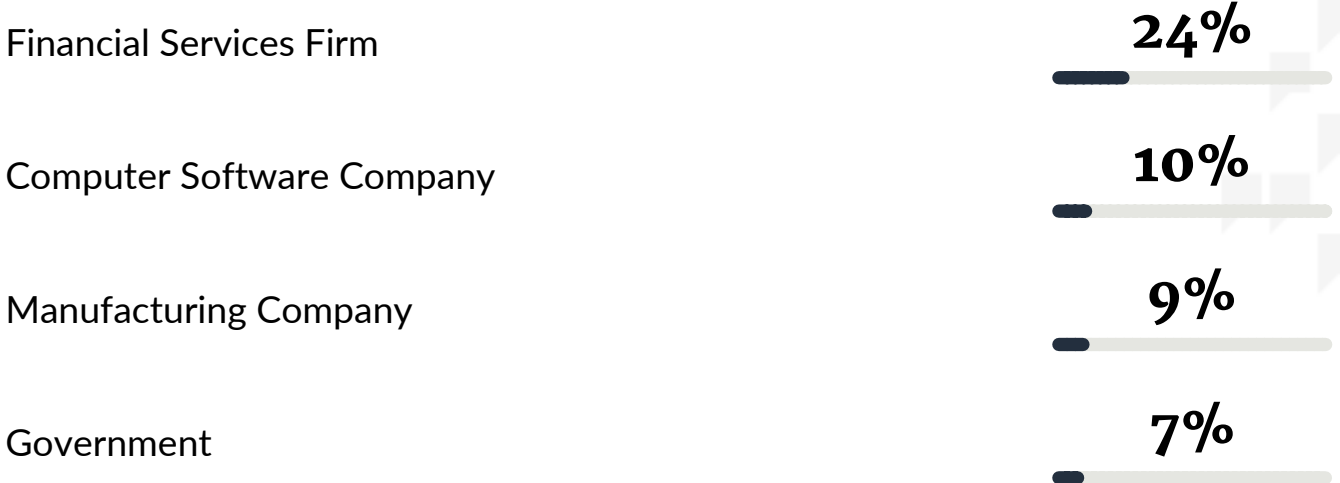
**Verified user**

Performance Architect at a tech vendor with 5,001-10,000 employees

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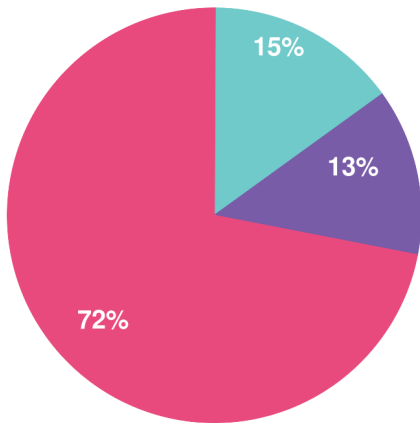
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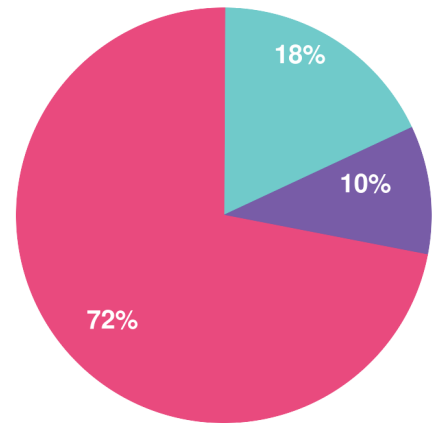


# Company Size

by reviewers



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Large Enterprise      Midsized Enterprise      Small Business

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PeerSpot helps tech professionals by providing:

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