



Five key considerations for Enterprise Cloud monitoring

Introduction

As companies push to digitally transform, they are accelerating their workloads to the cloud to leverage the technology platform they need to release better software faster, and ensure it works perfectly across every customer interaction. But, the very nature of dynamic cloud environments is complex and can threaten an organization's business / end-user experience.

This eBook will give you 5 key tips for monitoring AWS so that you can better allow development, operations/ SRE and business teams to get fast feedback on application performance. This will help you modify and improve applications quickly and continue to increase the value you are delivering to business teams.

What's inside



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Software is taking over the world



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Speed and scale: A double-edged sword

You invested in an enterprise cloud solution to build and run your software at a speed and scale that will transform your business—that's where cloud platforms excel. But are you prepared for the complexity that comes with speed and scale?

As software development transitions to a cloud-native approach that employs microservices, containers, and software-defined cloud infrastructure, the immediate future will bring more complexity than the human mind can envision.

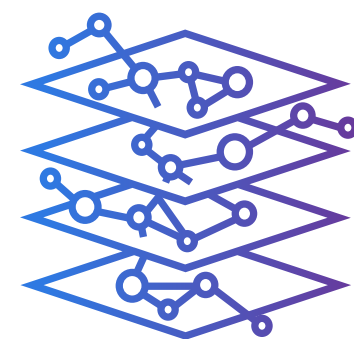
You also invested in monitoring tools—lots of them over the years. But your traditional monitoring tools don't work in this new dynamic world of speed and scale that cloud computing enables. That's why many analysts and industry leaders predict that more than 50% of enterprises will entirely replace their traditional monitoring tools in the next few years.

What killed traditional monitoring?



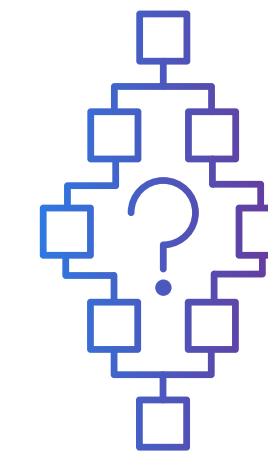
◀ Manual effort

Slow, manual deployment and configuration + manual upgrades and re-work for changing environments = a maximum of just 5% apps are monitored.



◀ Agent complexity

A complex mix of agents for diverse technologies and types, each with different deployment, installation and configuration processes.



◀ Monitoring tool proliferation

Multiple monitoring tools for different purposes with siloed teams looking at myopic data sets.



◀ Charts and data, but no answers

Having data from multiple agents, and different sources, look like a lot's going on but provide little value or answers to problems.

Which brings us to why we've written this guide. Your software is important, and choosing the right monitoring platform will make speed and scale your greatest advantage instead of your biggest obstacle.

Your industry peers helped us discover our insights and conclusions

Dynatrace works with some of the world's most recognized brands, helping to automate their operations and release better software, faster. We have experience monitoring some of the largest cloud-hosted implementations, and assisting enterprises as they manage significant complexity challenges within their environment. Some examples include:

- A large retailer with 100,000+ hosts, managing 2,000,000 transactions a second.
- An airline with 9,200 agents, on 550 hosts capturing 300,000 measurements per minute and more than 3,000,000 events per minute.
- A large health insurer with 2,200 agents, on 350 hosts, with 900,000 events per minute and 200,000 measures per minute.



Five key considerations for Enterprise Cloud monitoring

At Dynatrace, we went through our own digital transformation and have achieved the goal of transforming into a DevOps, cloud-native / cloud-centric best practices-led software company. Today, in terms of continuous automation, we enjoy being named further for Completeness of Vision and highest for Ability to Execute in the [Gartner Magic Quadrant for Application Performance Monitoring](#).

Dynatrace Transformation Report



Chapter 1

Hybrid cloud is the norm

Insight

Enterprises are rapidly adopting cloud infrastructure as a service (IaaS), platform as a service (PaaS), and function as a service (FaaS) to increase agility and accelerate innovation. Widespread cloud adoption has made hybrid cloud the norm. According to RightScale, 81% of enterprises currently execute a cloud strategy.¹ Meanwhile, 451 Research predicts that more than 66% of enterprises will operate a hybrid cloud environment by 2019.²

Challenge

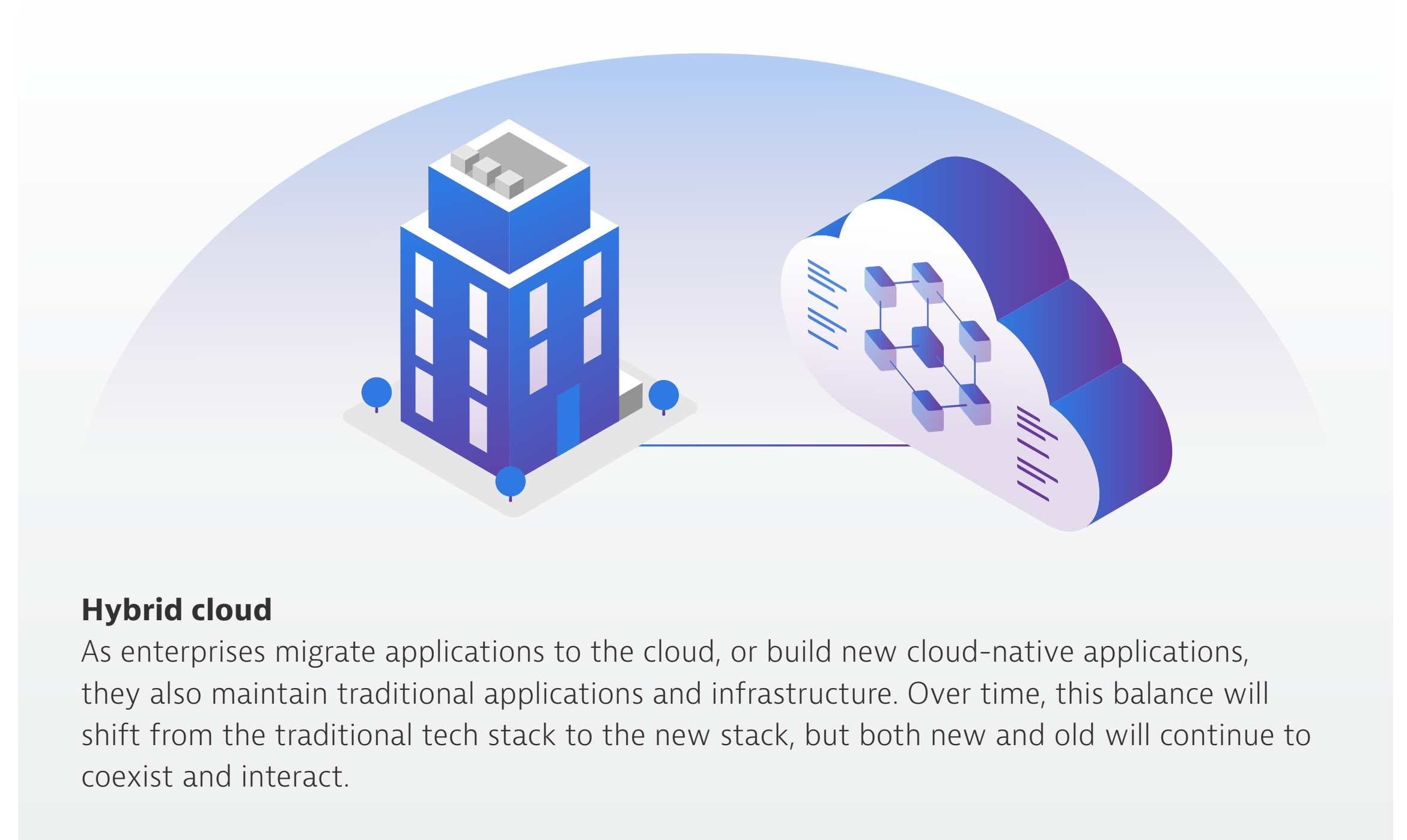
The result of hybrid cloud is bimodal IT—the practice of building and running two distinctly different application and infrastructure environments. Enterprises must continue to enhance and maintain existing, relatively static environments while also building and running new applications on scalable, dynamic, software-defined infrastructure in the cloud.

Key consideration

Simplicity and cost savings drove early cloud adoption, but today, enterprise cloud use has evolved to a complex and dynamic landscape.

The ability to seamlessly monitor the full technology stack across clouds, while also monitoring traditional on-premise technology stacks is critical to automating operations — no matter what the distribution level of the applications and infrastructure being monitored.

¹RightScale: Cloud Computing Trends: State of the Cloud Survey
²451 Research Voice of the Enterprise: Cloud Transformation



Chapter 2

Microservices and containers introduce agility

Insight

Microservices and containers are revolutionizing the way applications are built and deployed, providing tremendous benefits in terms of speed, agility, and scale. In fact, 98% of enterprise development teams expect microservices to become their default architecture³—and IDC predicts that 90% of all apps will feature microservices architectures by 2022.⁴

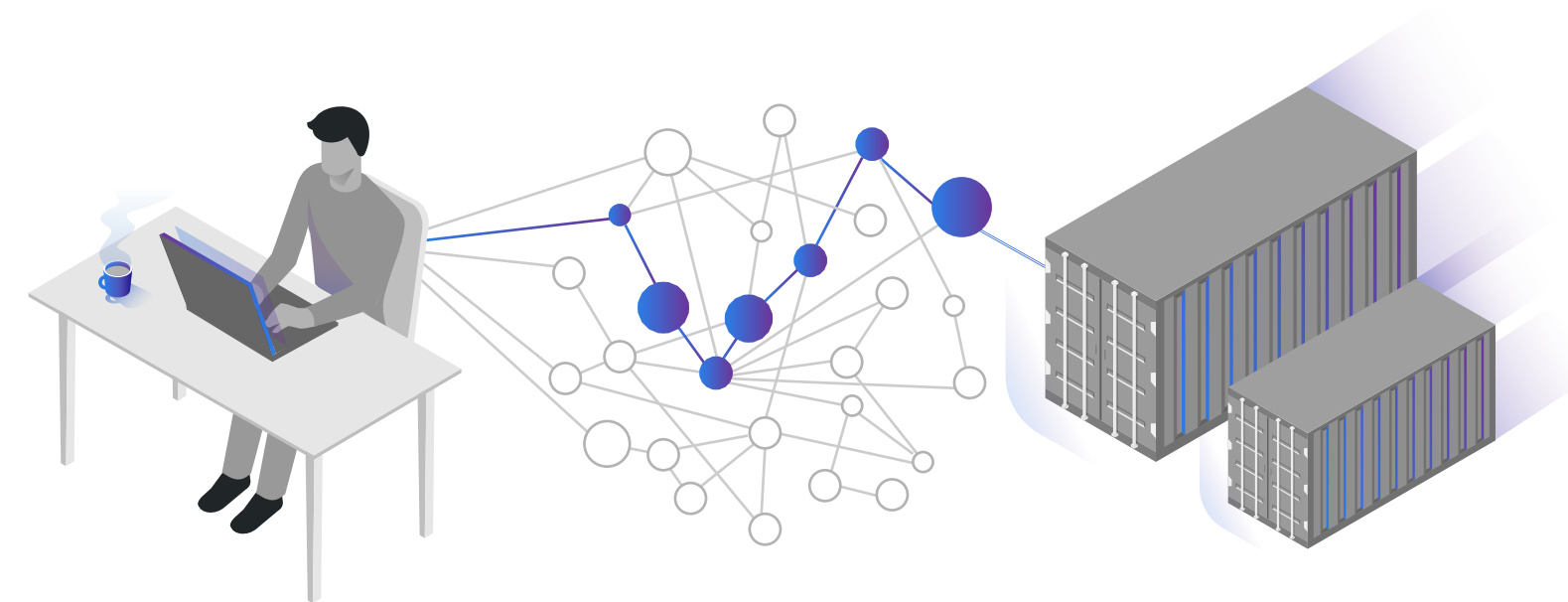
Challenge

According to 72% of CIOs, monitoring containerized microservices in real-time is almost impossible. Each container acts like a tiny server, multiplying the number of points you need to monitor. They live, scale, and die based on health and demand. As enterprises scale their environments from on-premise to cloud, the number of dependencies and data generated increase exponentially, making it impossible to understand the system as a whole.

The traditional approach to instrumenting applications involves the manual deployment of multiple agents. When environments consist of thousands of containers with orchestrated scaling, manual instrumentation becomes impossible and will severely limit your ability to innovate.

Key consideration

A manual approach to instrumenting, discovering, and monitoring microservices and containers will not work. For dynamic, scalable platforms, a fully automated approach to agent deployment, continuous discovery of containers and monitoring of the applications and services running within them is mandatory.



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of CIOs say monitoring containerized microservices in real-time is almost impossible.

-Dynatrace CIO Complexity Report

³Dimensional Research, report

⁴IDC FutureScape

⁵Dynatrace CIO Complexity Report

Chapter 3

Not all AI is equal

Insight

Gartner predicts that 30% of IT organizations that fail to adopt AI will no longer be operationally viable by 2022.⁶ As enterprises embrace a hybrid cloud environment, the sheer volume of data created, and the growing environmental complexity, will make it impossible for humans to monitor, comprehend, and take action. The need for machines to solve data volume and speed challenges resulted in Gartner creating a new category, called "AIOps" (AI for IT Operations).

Challenge

AI is a buzzword across many industries and making sense of the marketing noise is difficult. To help, here are three key AI use cases to keep in mind when considering how to monitor your enterprise cloud platform and applications:

AI and root cause analysis

The biggest benefit of AI to monitoring is the ability to automate root cause analysis, enabling problems to be identified and resolved at speed. An AI engine that has access to more complete data (including third-party data) will provide faster, contextual insights.

AI and alert storms

AI is perfectly suited to real-time monitoring and analysis of large data sets to provide the most probable reason for a performance issue. AI can recognize when related anomalies occur within your environment (i.e. when thresholds are broken), preventing alert storms.

AI and auto-remediation

AI should be a part of your CI/CD pipeline, deployment, and remediation processes. Problems can be detected instantly, and bad builds will be identified earlier so you can automatically remediate or roll back to a previous state.

Many enterprises are trying to address these use cases by adding an AIOps solutions to the 25+ monitoring tools they already have.⁷ While this approach may have limited benefits, such as alert noise reduction, it will have minimal effectiveness addressing the root cause analysis and auto-remediation use cases as it lacks contextual understanding of the data to draw meaningful conclusions.

⁶AI (in a box) for IT Ops — The AIOps 101 you've been looking for
⁷Gartner

30%

of IT organizations that fail to adopt AI will no longer be operationally viable by 2022.

-Gartner

You will also find there are many different approaches to AI. Here are a few of the more popular ones you are likely to encounter as you move towards an AIOps strategy:

Deterministic AI ★★★★★

This gives you the ability to discover the topology of your environment and the metrics produced by all components. It works immediately and adapts to changes without having to re-learn patterns. It is also excellent at event noise reduction (alert storms), dependency detection, root cause analysis, and business impact analysis.

Machine learning AI ★★

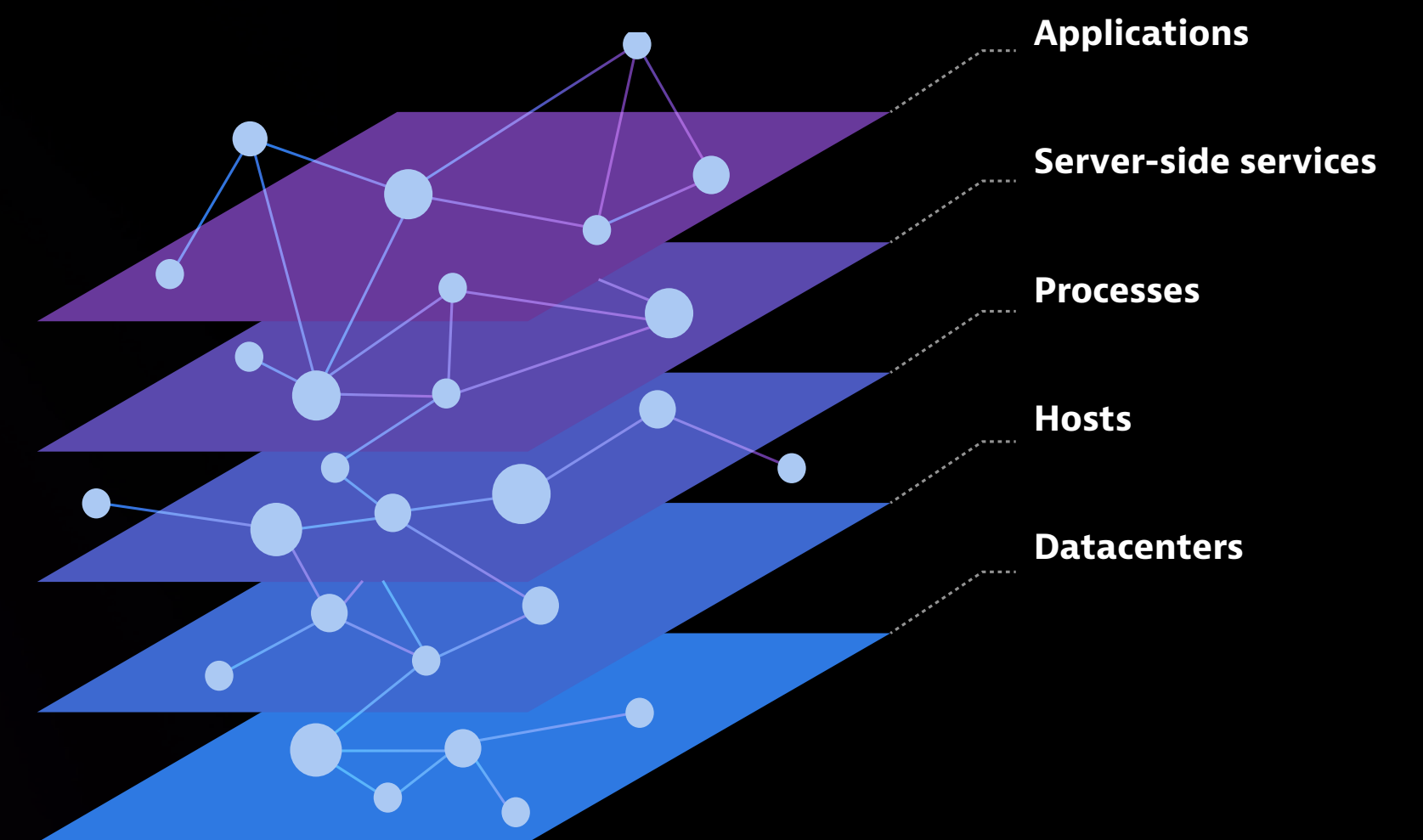
This is a metrics-based approach. It takes time to build a data set to which it can compare previous states. Its strongest feature is alert noise reduction. However, it does not offer root cause or business impact analysis.

Anomaly-based AI ★

With this form of AI, both event noise reduction and dependency detection are mediocre. One of the major drawbacks is that it takes a lot of time to build a metrics model that would show a correlation for root cause analysis.

Key consideration

Not all AI is created equally. Attempting to enhance existing monitoring tools with AI, such as machine learning and anomaly-based AI, will provide limited value. AI needs to be inherent in all aspects of the monitoring platform and see everything in real-time, including the topology of the architecture, dependencies, and service flow. AI should also be able to ingest additional data sources for inclusion in the AI algorithms vs. correlating data via charts and graphs.



Chapter 4

DevOps and Continuous Delivery: Innovation's soulmate

Insight

DevOps and Continuous Delivery is perhaps the most critical consideration when maximizing an investment in AWS and other cloud technologies. Implemented and executed correctly, these can enhance an enterprise's ability to innovate with speed, scale, and agility. Last year Dynatrace did a survey that included two important dimensions, MTTR (length of time to remediate and resolve an issue) and mean-time-to-innovation (the time it takes to build and test functionality to push to the end-users). These tell a lot about the maturity of a company and their level of automation. The results surprisingly showed that only about 5% of the people we surveyed are achieving top performance. 95% of companies today are not leveraging the full potential of cloud native technology.⁷

Challenge

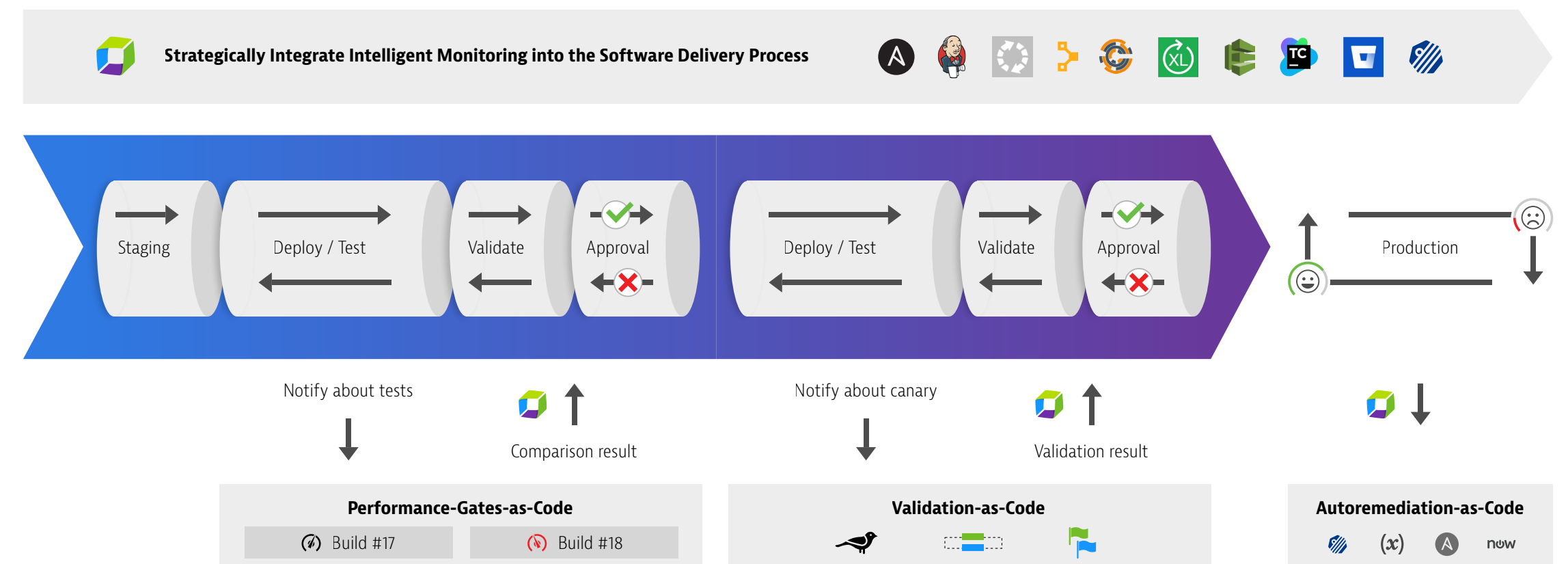
As enterprises scale across multiple teams, there will be hundreds or thousands of changes a day, resulting in code pushes every few minutes. While CI/CD tooling helps mitigate error-prone manual tasks through automated build, test, and deployment, bad code can still make it into production. The complexity of a highly-dynamic and distributed cloud environment like AWS, along with thousands of deployments a day, will only exacerbate this risk.

As the software stakes get higher, shifting performance checks left—that is, earlier in the pipeline—enabling faster feedback loops becomes critical. But it can't be accomplished easily with a multi-tool approach to monitoring. To be effective, a monitoring solution needs to have a holistic view of every component, every change, and contextual understanding of the impact each change has on the system as a whole.

Key consideration

To go fast and not break things, AI and automation should be a part of your DevOps monitoring strategy.

- Use monitoring strategically as a feature of the end-to-end pipeline to help automate, and also to democratize data for tighter collaboration across teams.
- Shift-left and automate quality and stop bad code changes before they reach production
- Shift-right and automate deployments and release higher quality applications more frequently
- And automate operations so that you can auto-mitigate and self-heal bad deployments in production.



Chapter 5

Digital experiences matter

Insight

Enterprises are striving to accelerate innovation without putting customer experiences at risk, but it's not just traditional end-customer experiences of web and mobile apps at risk. Apps built on AWS support a broad range of services and audiences that are reliant on the emerging paradigm of machine-to-machine (M2M) and Internet of Things (IoT) connections.

- **The consumerization of IT has evolved to include wearables, smart homes, smart cars and life-critical health devices**
- **Corporate employees are increasingly working remotely and need access to systems that are in the corporate datacenter and cloud based**
- **Employees using office workspaces rely on smart office features for lighting, temperature, safety, and security**

The rise of the machines

Machines are used in unimaginable areas worldwide and are increasingly being hooked into the Internet, across all industries, creating a colossal communication network at the global scale. Gartner estimates connected devices in use worldwide will top 20 billion by 2020.

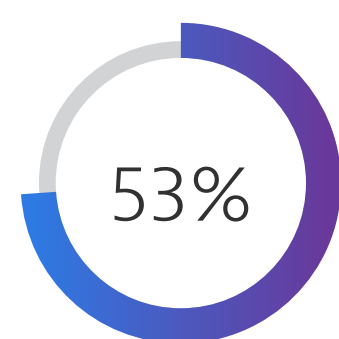
What was simply regarded as user experience has evolved and grown into digital experience, encapsulating end-users, employees, and IoT.



Challenge

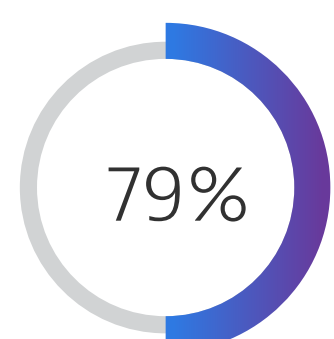
Enterprise IT departments face mounting pressure to accelerate their speed of innovation, while user expectations for speed, usability, and availability of applications and services increase unabated. Combined with the explosion of IoT devices and the increasingly vast array of technologies involved in managing, and optimizing digital experiences while embracing high frequency software release cycles and operating complex hybrid cloud environments, presents significant challenges.

If digital experiences aren't measured how can enterprises prioritize and react when problems occur? Are they even aware there are problems? And if experiences are quantified, is it in context to the supporting applications, services, and infrastructure that permit rapid root-cause analysis and remediation? Only enterprises able to deliver extraordinary digital customer experiences will stay relevant and prosper.



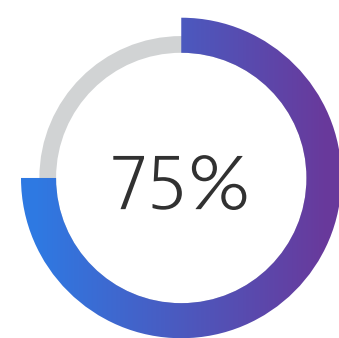
Performance

of mobile users abandon a session if it takes longer than 3 seconds to load⁹



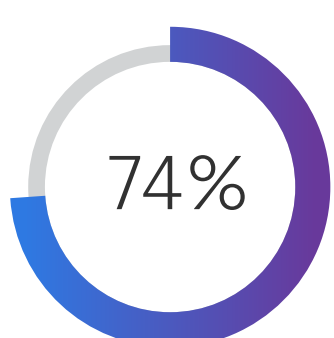
Impact

of users will not return after a negative experience⁹



Root cause

of customers expect online help resolution within 5 minutes⁹



Revenue

of CIOs fear IoT performance problems could derail operations and significantly damage revenues⁹

⁹Dynatrace CIO Complexity Report

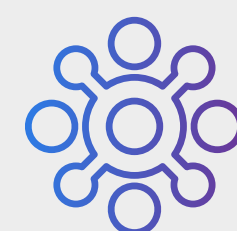
Key consideration

Enterprises need confidence that they're delivering exceptional digital experiences in increasingly complex environments. To achieve this, they require real-time monitoring and 100% visibility across all types of customer-, employee-, and machine-based experiences.



Visualizing and prioritizing impact

Understand how specific issues or overall performance impact every single user session or device and prioritize by magnitude.



Visibility from the edge to the core

A single view across your entire ecosystem. From the performance of users and edge devices to your applications and cloud platforms, all in context.



A single source of truth for all

Ensure stakeholders from IT to Marketing, have access to the same data to avoid silos, finger-pointing and war rooms.

Simplify cloud complexity and accelerate digital transformation on AWS

- Out-of-the-box, Dynatrace works with Amazon EC2, Amazon Elastic Container Service, Amazon Elastic Kubernetes Service, AWS Fargate and serverless solutions like AWS Lambda
- Start AWS monitoring in under five minutes



Dynatrace worked out of the box. It's tightly integrated with AWS, and it was almost a one-click process to enable insights across our AWS fleet. The entire rollout process took place within two days,"

-Adam Skinner, CTO
Fitness & Lifestyle Group

Enterprises use cloud technologies to fundamentally transform how they build and run applications.

At speed. At scale. And in highly distributed cloud environments.

We hope this **Five key considerations for Enterprise Cloud monitoring** eBook has provided helpful advice and guidance on your Enterprise Cloud journey. Dynatrace is committed to providing enterprises the data and intelligence they need to be successful with their enterprise cloud and digital transformation initiatives, no matter how complex.

Learn more

If you're interested to learn more about Dynatrace, please **visit [Dynatrace.com/platform](https://dynatrace.com/platform)** for assets, resources, and a **free 15 day trial**.



About Dynatrace

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation. With advanced observability, AI, and complete automation, our all-in-one platform provides answers, not just data, about the performance of applications, the underlying infrastructure, and the experience of all users. That's why many of the world's largest enterprises trust Dynatrace® to modernize and automate cloud operations, release better software faster, and deliver unrivaled digital experiences.

Curious to see how you can simplify your cloud? Visit our [trial page](#) for a free 15-day Dynatrace trial.

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