

AI-Powered Observability

The Challenge

Consider this all-too-familiar challenge: an anomaly in a large microservice application triggers a storm of alerts as services around the globe are impacted. Your application contains millions of dependencies; so how do you find the original error? Conventional Application Performance Management (APM) monitoring tools are not much help. They provide metrics and raise alerts, but they deliver few answers as to what went wrong.

In contrast, envision an intelligent AI Powered Observability solution that accurately provides the answers to your most complex problems, and due to the reliability and accuracy of the intelligence, can be trusted to trigger auto-remediation procedures before most users even notice.

A New Way is Needed

AI and automation are poised to radically change the game in operations. And even more, it's about collecting and applying intelligence along the entire digital value chain, from software development through service delivery, to customer interactions. Smart integration and automation will drive the next innovation cycle in enterprise software.

According to Gartner, "There is no future of IT Operations that does not include AIOps. This is due to the rapid growth in data volumes and pace of change (exemplified by the rate of application delivery and event-driven business models) that cannot wait on humans to derive insights."

Swish teamed with Dynatrace, the market leader in Observability, to provide AI-Powered Observability which delivers a full stack, automated, single agent software-intelligence monitoring platform that simplifies enterprise cloud complexity and accelerates digital transformation. The all-in-one platform brings AIOps, digital experience management, infrastructure monitoring, application performance, and digital business analytics into a single automated solution. With AI-Powered Observability and complete automation, the all-in-one platform provides answers, not just data, about the performance of your applications, their underlying infrastructure, and the experience of your end users.



AI Powered Observability
All-in-one platform with a single source of truth.



"Dynatrace provided VA with an all-in-one platform built on a unified data model that delivers modern cloud stack observability at scale from the end-user experience to the health of our applications and infrastructure."

Dave Catanoso

Director, Enterprise Cloud Solutions Office (ECSO) U.S. Department of Veterans Affairs

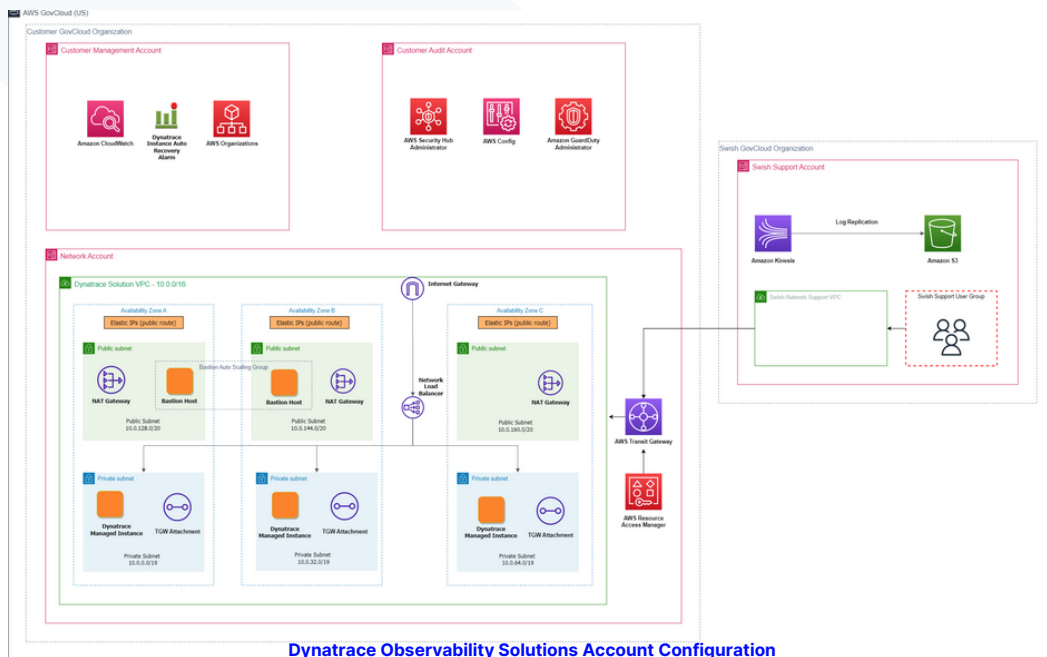
Value Proposition

When you're evaluating cloud observability and security solutions, it's not just about capabilities. It's about ROI. According to Forrester's *Total Economic Impact of Dynatrace* study, IT, DevOps, and SRE Teams leveraging the solution saw:

- 60% fewer outages
- 40% greater DevOps efficiency
- 274% return on investment (ROI) over three years
- \$14.77M Net Present Value (NPV)

Swish Solution

The AI-Powered Observability solution includes Swish services to deploy Dynatrace's Managed cluster (license provided by client or procured from Swish separately), as well as its supporting components in the AWS environment of your choice. Swish provides instrumentation of one AWS environment and one application to provide real-time insights into performance and health metrics. This entry-level offering allows clients to monitor and optimize their critical applications with ease. Swish also provides optional, add-on services that include configuring additional applications or 3rd party integrations. Our deployment model leverages Infrastructure as Code (IaC) to ensure the deployment is secure, reliable, high-performing, and sustainable.



Swish's implementation services deploy a customer-provided Dynatrace cluster license in the following architectures:

- A highly available architecture that spans multiple Availability Zones.
- A VPC configured with public and private subnets according to AWS best practices, providing your own virtual network on AWS.
- An internet gateway, used by the bastion hosts, sends and receives traffic.
- In the public subnets, managed NAT gateways allow outbound internet access for resources in the private subnets.

- In the public subnets, a Linux bastion host in an Auto Scaling group, allows inbound Secure Shell (SSH) access to EC2 instances in public and private subnets.
- A Network Load Balancer can be used to access the Dynatrace Managed cluster and send monitoring data from outside of the VPC.
- Three Elastic IP addresses are used by the Network Load Balancer.
- In each of the private subnets, an Amazon EC2 instance with Dynatrace Managed server is installed. Each Amazon EC2 instance uses six Amazon Elastic Block Store (Amazon EBS) volumes. For each instance, there is also an Amazon CloudWatch alarm defined for Amazon EC2 Auto Recovery.

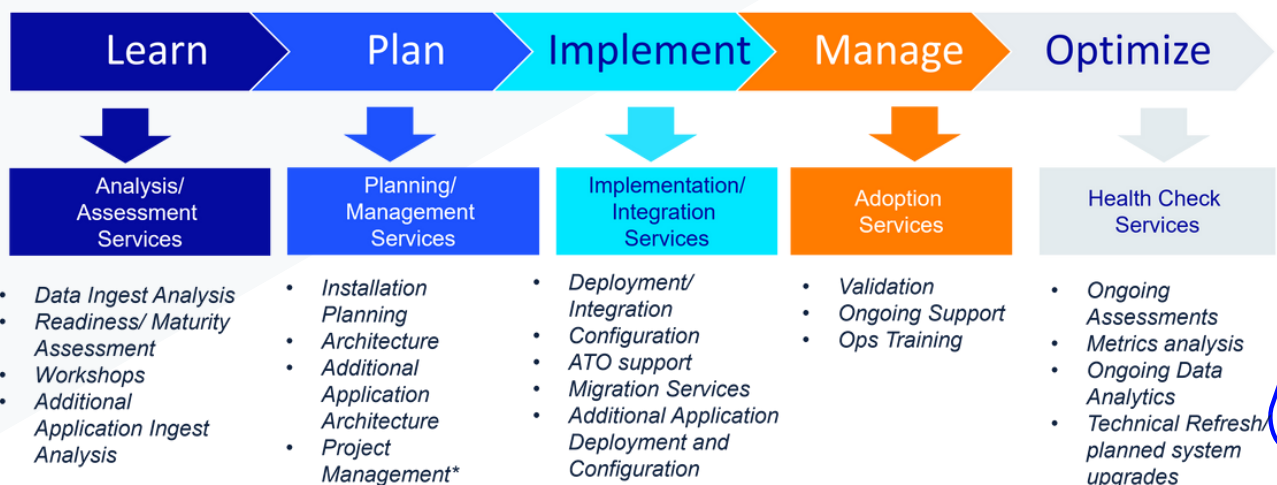
Federal Market Alignment

AI-Powered Observability directly aligns your federal agency with the following government requirements and initiatives:

- *21st Century Integrated Digital Experience Act* aims to improve the digital experience for government customers and re-enforce existing requirements for federal public websites.
- *Executive Order on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*, directs federal agencies to modernize programs, reduce administrative burdens and launch new online tools to provide seamless and secure customer experience.
- The Federal Government's *Chief Information Officer (CIO) Council* requirements and initiatives provide for an effective *US Federal Workforce of the 21st Century* and *Leveraging Data as a Strategic Asset* policies.

Swish Advantage

AI-Powered Observability requires an investment in both the enabling technologies and the intellectual property required to adopt, integrate, and realize mission value. The Swish Services team, with years of experience and a proven framework for delivering mission value for government clients, works with your organization to ensure the success of the AI-Powered Observability solution. Swish provides a vast array of services including strategic planning workshops, performance maturity workshops, basic implementation services, staff augmentation, and fully managed services offerings. These offerings are designed to drive hyper-scale adoption across your enterprise when paired with our proven customer success journey.



Facilitate Procurement

AI-Powered Observability, powered by Dynatrace in an AWS environment, delivers real-time insights, enhances operational efficiency, and ensures exceptional performance and user experience. Additionally, the solution's adherence to federal IT system controls gives you peace of mind by meeting your security and compliance requirements. Contact Swish today at info@swishdata.com to learn more about AI-Powered Observability and how it can help you unlock the full potential of your applications while achieving the highest levels of security and compliance.

Compliance and Certifications

Swish adheres to a security-first mindset in all we do and we are mindful of maintaining the certifications that matter to the Federal Government.



FedRAMP
FedRamp



SOC2 Type II
Certification



CSA (CAIQ)



FIPS 140-2



Penetration Test



ADA VPAT 2.0 for
Section 508 Compliance



Multiple DoD/IC ATOs



STIG for Dynatrace



Swish is a provider of technology solutions and engineering services to the U.S. Federal Government with a focus on high-quality **outcomes** for customers. Since 2006, Swish has delivered high-performance solutions and services to the Federal Government market ensuring that customer's digital service capabilities, performance, and security exceed expectations and requirements. Swish is a Service-Disabled, Veteran-Owned and HUBZone certified Small Business.



Dynatrace provides software intelligence to simplify enterprise cloud complexity and accelerate digital transformation. With 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 enterprise cloud operations, release better software faster, and deliver unrivaled digital experiences.