Swish and Dynatrace Provide Veterans Affairs with Confidence in Cloud Migration

Complete end-to-end advanced observability needed to migrate 350 applications by 2024.

The Department of Veterans Affairs (VA) mission is to provide veterans, and their families, the healthcare, benefits, and burial services they have earned. The department is made up of three primary areas: 1) Veterans Health Administration, the largest health care network in the U.S. serving 9 million veterans a year, 2) Veterans Benefits Administration which helps veterans transition out of service by assisting with such things as education, loans, and life insurance, and 3) National Cemetery Administration which provides burial services and cemetery plots that give veterans and their families a lasting tribute.

Like all government agencies, the VA is required to meet the mandates of digital transformation and modernization, which include cloud migration.

The Problem

The Office of Information and Technology's (OIT) Enterprise Cloud Solutions Office (ECSO) is responsible for the aggressive goal of moving over 350 applications from on-premises and external datacenters, to the VA Enterprise Cloud (VAEC) by 2024. The office's return on investment model projects over $5B in program cost avoidance after all systems have migrated.

VA recognized that this was no easy task. Their extremely complex, multi-cloud environment required a monitoring solution that would provide observability into everything from on-premises legacy applications to applications running in containers and microservices on Amazon Web Services (AWS) and Microsoft Azure.

In addition to advanced observability, their monitoring solution needed automated installation and configuration, continuous discovery, and precise AI-powered answers regarding anomalies and degradations in service.

The Solution

Based on Swish Data's deep expertise and extensive experience in performance engineering and strong relationship with the VA, the ECSO team reached out for help. Swish recommended the Dynatrace® Software Intelligence Platform which offered complete, end-to-end observability across VA's cloud environment, enabling a faster and more confident cloud migration.

Dynatrace provided the 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 their applications and infrastructure. Swish takes pride in recommending only industry-leading solutions. Dynatrace has been named the Gartner Application Performance Management Magic Quadrant leader in ability to execute and completeness of vision for 10 consecutive years and they are the only vendor that can meet all requirements for digital transformation and modernization which include advanced observability, continuous automation, AI-assistance, cross-team collaboration and digital experience management. Another confirmation that Dynatrace was the right solution for the VA is that they rebuilt their platform several years ago to accommodate cloud workflows where other solutions bolt-on cloud functionality.

Summary

Swish introduced Dynatrace to VA to provide the advanced observability that is required to enable their massive cloud migration project. Dynatrace offered end-to-end observability as well as continuous automation, AI-assistance, cross-team collaboration, digital experience, and business analytics, all of which are requirements of digital transformation. Overall, Swish and Dynatrace are helping VA deliver more agile, scalable, secure and cost-effective services for veterans and their families while making significant progress on digital transformation and modernization that provides the VA a significant return on investment.