

# Software Robotics for dynatrace: Synthetic End User Monitoring & System Automation

## More Analytics. More Automation. More Performance.

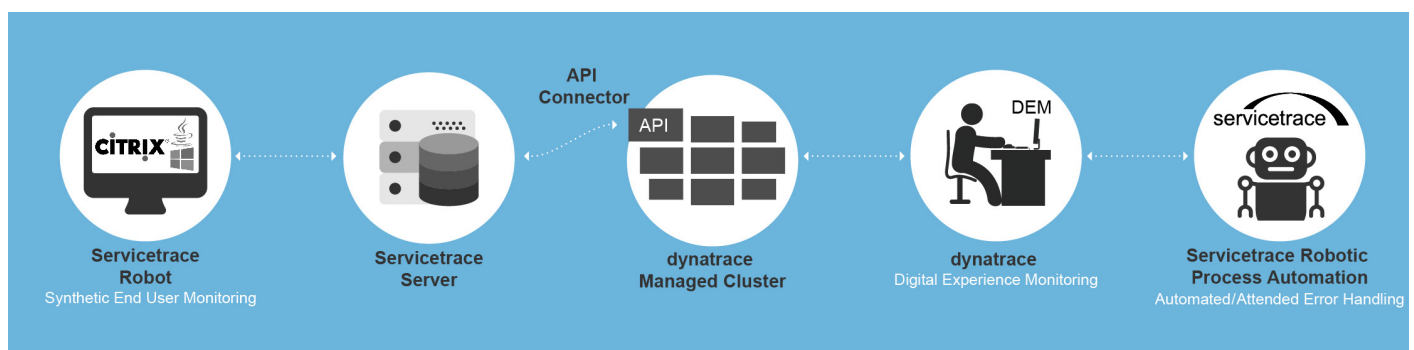
A 360° view of the performance of the entire IT landscape requires a broad database. In addition to information on the real-time behavior of users and key figures about the IT infrastructure, companies need 24/7 location-related data on the performance of digital processes from the user's point of view. Efficient application performance management identifies bottlenecks at an early stage, precisely identifies causes and proactively solves problems in order to enable a continuous first-class user experience for both employees and customers.

Dynatrace provides you with rich analytics across all tiers and components, including real user and infrastructure monitoring data. ServiceTrace software robots monitor your business-critical applications from an end user's point of view and feed your dynatrace dashboard 24/7 with objective availability and performance data for any transaction, at any time, in any place. Moreover, the software robots detect and handle problems automatically (Robotic Process Automation). Combining dynatrace analytics with ServiceTrace software robotics will give you the most comprehensive overview and ultimate control of your entire application landscape performance.

**Software robots** operate applications on the graphical user interface (GUI) - just like human users. This allows them to automatically run through complete digital business processes across system, media and application boundaries – for example, processing an order using MS-Office applications and SAP within a Citrix environment (Robotic Process Automation). For IT service management, the software robots measure and document the response times for dedicated transactions, such as a Citrix login, or the time to load a website, and thus provide an objective representation of system performance from the user's perspective (Application Performance Management).



*Image recognition, mouse clicks, keyboard input:  
Software robots work exactly like human users.*



ServiceTrace software robots are managed via the web-based ServiceTrace server, which seamlessly integrates the data collected into the dynatrace APM Suite via a RESTful API. The synthetic measurement data combined with dynatrace analytics enable an augmented analysis of the application landscape. Based on all aggregated data, dynatrace DEM triggers system healing activities of the ServiceTrace robots.

# Expertise. Excellence. End user experienced.

## Software Robotics – 5 Criteria for Success

Over 15 years of software development and working with various IT and business customers, we have identified the most important elements of successful software robotics projects and integrated them as essential features into our holistic software robotic solutions.

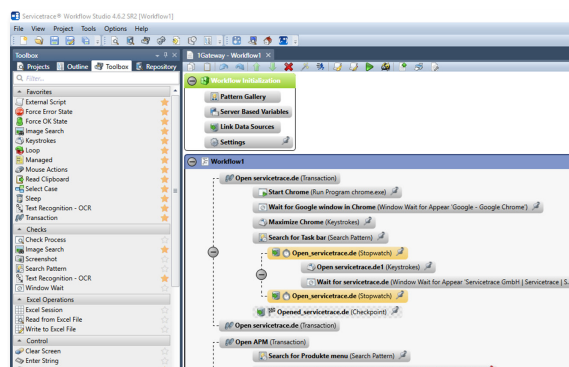
**1 Universal.** Servicetrace software robots can handle all applications in any environment, e.g. SAP, CAD, Salesforce, Outlook or even those developed in-house, applications internally hosted, from the cloud or which are running in Citrix environments – just like your employees and customers.

**2 Secure.** Servicetrace software robots work in a hidden environment on a multi-client system and cannot be accessed from the outside – for optimal process security and maximum data protection.

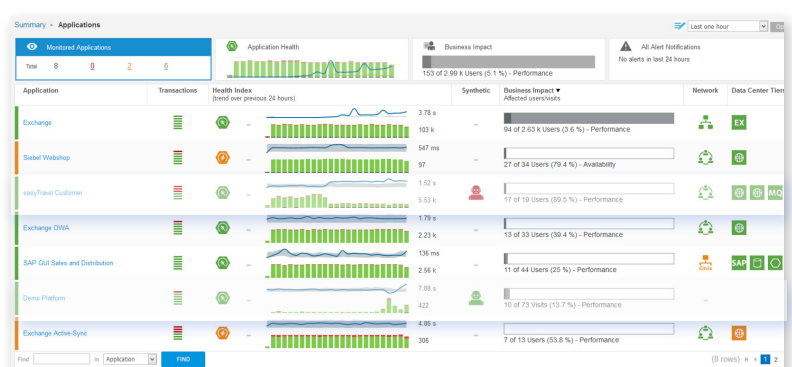
**3 Scalable.** Grow your end user experience monitoring landscape quickly and cost-effectively: Several Servicetrace software robots work in parallel on one physical workstation or virtual machine, keeping the need for investment in hardware infrastructure at a low level that's unrivalled.

**4 Stable.** A highly flexible image search function with integrated error handling routines ensure continuously reliable performance data from the user's point of view, 24/7. Servicetrace software robots handle and report every exception so they can continue running.

**5 Easy.** Load a webshop. Log into Citrix. Send a mail. Use the intuitive *Workflow Studio* to quickly configure the workflows for Servicetrace software robots – without writing a single line of code.



*Drag & Drop: The Workflow Studio lets you set up performance monitoring for every digital process quickly and easily.*



*Seamless: With just a few clicks, you can integrate Servicetrace synthetic performance KPIs into the dynatrace Digital Experience Monitoring dashboard.*

## The dynatrace-Servicetrace integration offers

**a true alternative to dynatrace Enterprise Synthetics.** With a far broader area of use: Servicetrace Software Robots handle every application (Fat and thin client, Java, Web, Citrix...) without exception

**dynatrace's most powerful APM solution enhanced by 24/7 global synthetic measurements** for a continuous, comprehensive 360° view of your enterprise IT landscape and an optimal user experience for your employees and customers

**a mature and innovative software robotics technology** that efficiently automates your APM environment and performs system healing activities based on the aggregated dynatrace/Servicetrace information