

HOW TO AUTOMATE LIKE A PRO

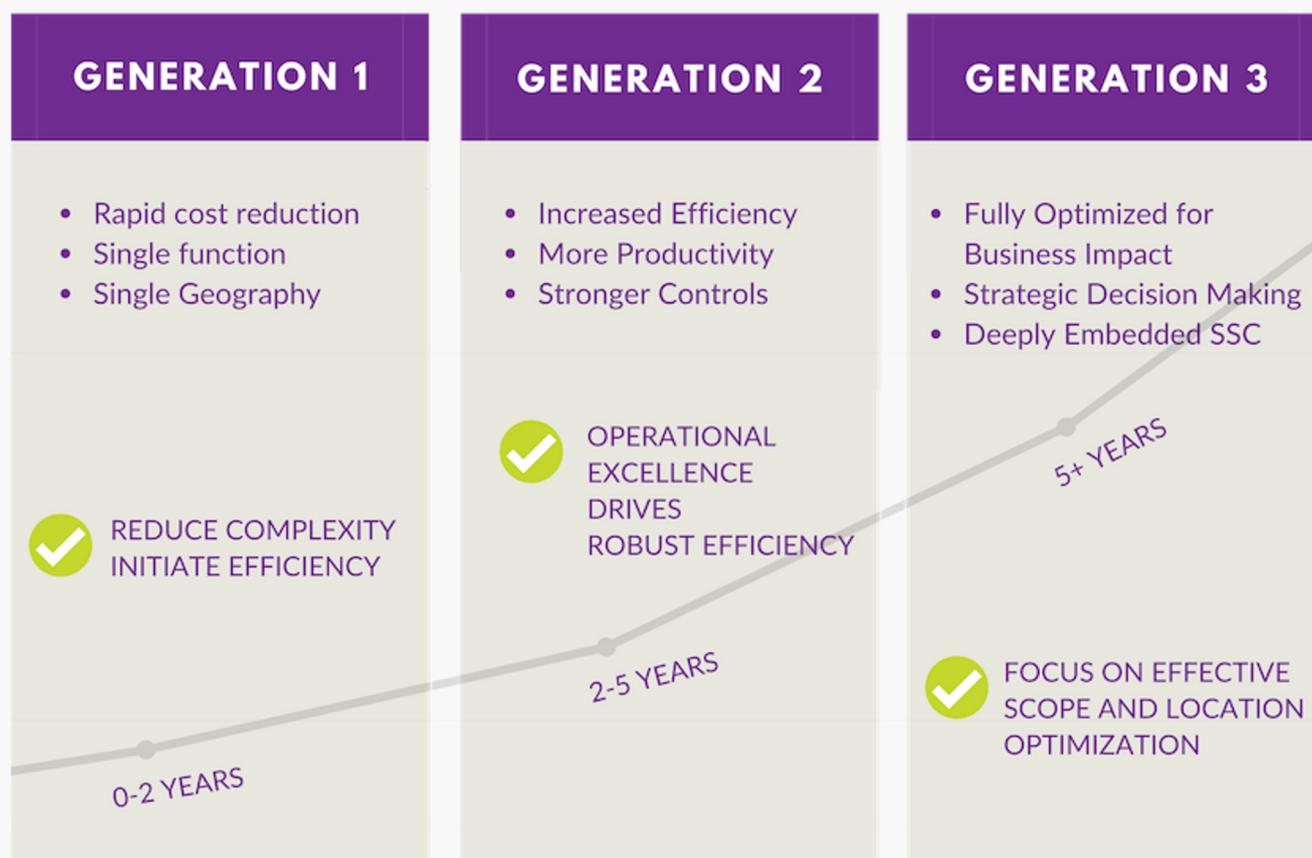
BE THE NEW GENERATION OF A
DIGITALLY MATURE SSC

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THREE GENERATIONS OF SHARED SERVICES



Source: <https://www.ukbitsolutions.com/blog/shared-services-centre-ssc>

For SSCs not only maturity is a challenge, but at the same time they need to cope with the digital transformation.

SSCs are looking for new ways for **optimization** and **automation** in order to serve business needs. The line between IT and business is blurring and it's a matter of time before they become one and the same. Intelligent enterprises are already leveraging the full power of SSC optimization to enable **business outcomes** and attain breakthrough levels of performance.

BEYOND COST REDUCTION

Next level Shared Services

Generation One

Focus on initiating and stabilizing operations with their sights firmly set on delivering **savings**.

Generation Two

Focus on increasing **efficiency, productivity** and stronger controls alongside cost reduction. Multiple functions may leverage shared.

Generation Three

Fully optimized for effectiveness and business impact, going beyond **operational excellence** to allow senior management to focus on strategic decision making.

THE THREE KEY PRACTICES

What makes SSCs and enterprises Digitally Mature

[Read more](#)

01

AUTOMATION FOR STRESS FREE IT

02

CREATING INSIGHT FOR THE BUSINESS

03

OPTIMIZING IT OPERATIONS

FOR AUTONOMOUS IT YOU NEED MORE THAN A MONITORING TOOL

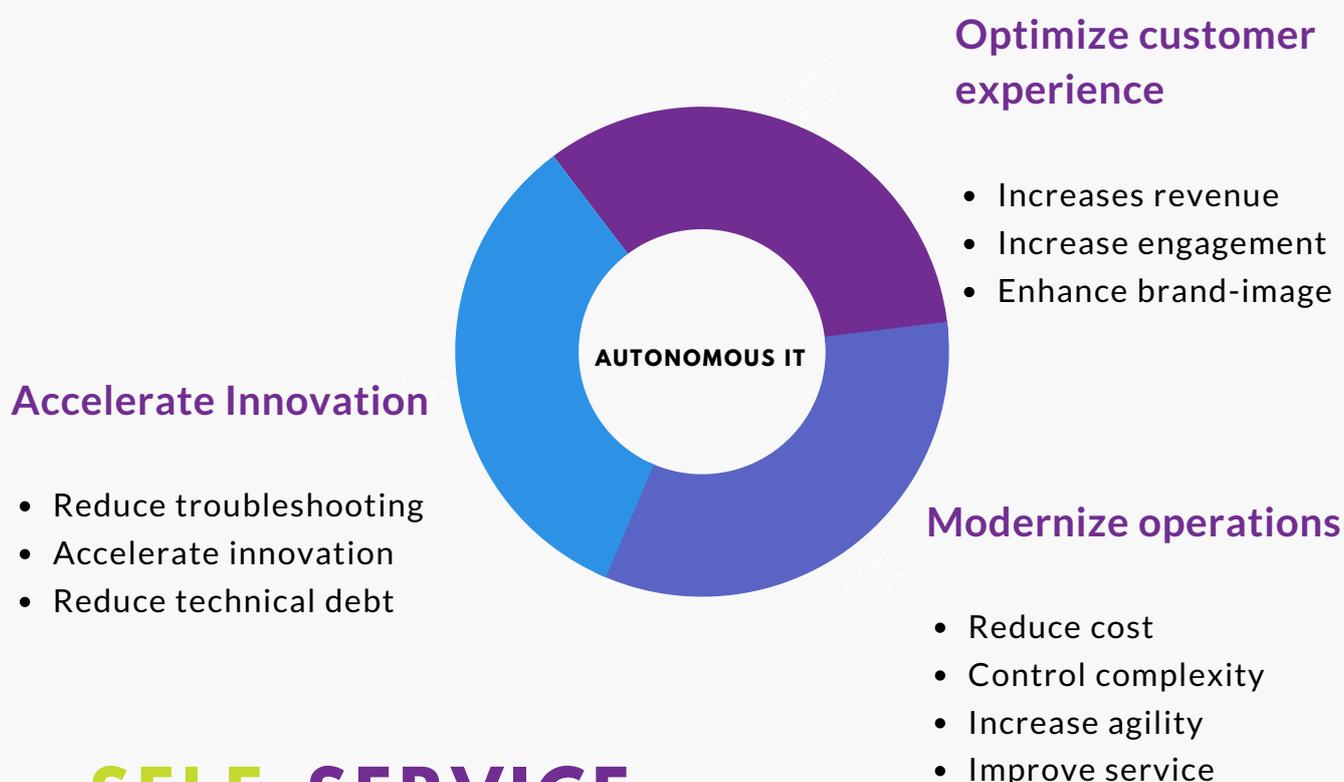
Traditional monitoring is dead.

Autonomous IT provides simple answers to the business teams, dev teams, and operations teams in a manner that allows self-service.

IT operations innovate, predict, learn, evolve and running IT environment as a business within the business.

Building an **unbreakable pipeline** and spending more time innovating than troubleshooting makes life easier for the IT Operations staff.

WITH AUTONOMOUS IT...



...**SELF-SERVICE**
ANSWERS ARE PROVIDED.

LACK OF APPLICATION MONITORING COVERAGE

Bridge the gap between IT Operations and the Business with extending performance analysis into business impact



As the environment becomes too complex to manage manually, it becomes increasingly important to take advantage of **automated tools** and management layers to perform health management and monitoring to **maintain a resilient, dynamic system.**

IN HIGHLY DYNAMIC CLOUD ENVIRONMENTS, NOTHING IS STATIC ANYMORE.

Monitoring solutions for cloud environments must be dynamic and intelligent with:

1

Autodiscovery and instrumentation

Discover and identify new services automatically as well as inject their monitoring agents on the fly.

2

System health management

Advanced monitoring solutions become system health management tools, which go far beyond the detection of problems. They are capable of identifying dependencies and incompatibilities between services.

3

Artificial Intelligence

Machine learning approaches are required to distinguish, for example, a killed container as a routine load balancing measure from a state change that affects a real user.

4

Predictive monitoring

The new generation monitoring solutions are able to predict upcoming resource bottlenecks based on empirical evidence and make suggestions on how to improve applications and architectures.

CONNECT PERFORMANCE METRICS WITH BUSINESS RESULTS

Key elements for digital transformation according to Gartner

- **Expanding** the percentage of applications monitored.
- **Tracking the flow** of business transactions.
- Application and infrastructure monitoring **data is siloed**.
- Getting insight into the customer experience **to prioritize problems** based on impact to customers and the business.
- **Communicate the value of performance monitoring** as a potential contributor to normal business operations.

LET'S SEE HOW HELPDESK, CUSTOMER CARE CAN USE INSIGHTS FOR THEIR DAILY WORK

Bad user experience explanation given to the Helpdesk team sometimes

- not detailed enough,
- lacks the real-time view to pinpoint the problem to a specific area.

WATCH THE VIDEO



Visually replay the complete digital experience for every user in a movie-like interface

With the right tool the Helpdesk team could immediately point to the problem and the root cause.

„Dynatrace gives us the ability and the confidence to keep learning from our customers. It shows us exactly where there are issues and—just as important—it shows us where there aren't.”

Gopal Brugalette, Performance Architect at Nordstrom

More on Helpdesk practices:

<https://www.dynatrace.provice.eu/post/monitoring-windows-workstations-with-dynatrace-an-it-helpdesk-case-study>

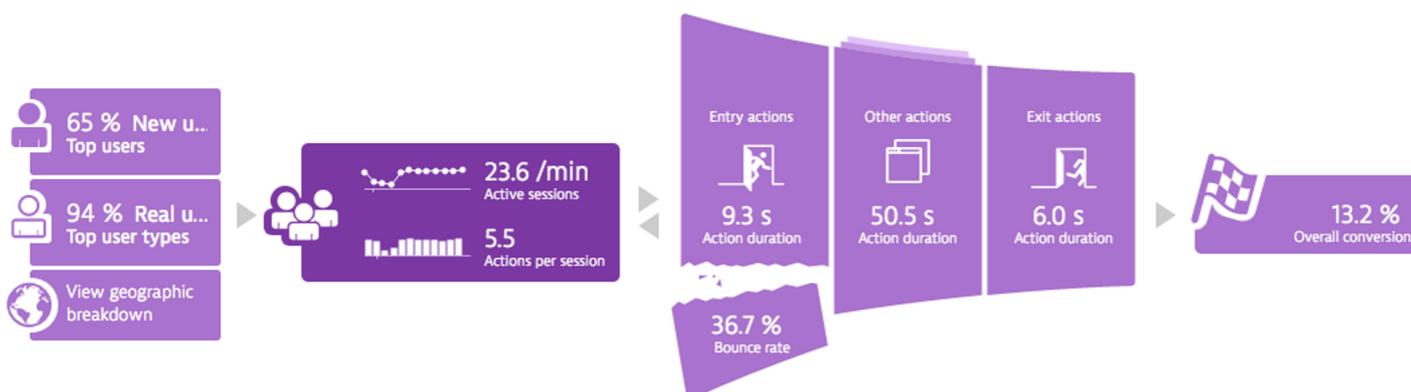
<https://www.dynatrace.provice.eu/post/deployment-challenges-with-large-enterprise-systems>

DIGITAL EXPERIENCE INSIGHTS

If you are able to see applications the way your customers do it allows you to excel in understanding the user behavior and complaint resolution.

- Map the **whole user journey**, not just bits and pieces
- Resolve problems **proactively** with **real-time data**
- Replay individual customer transactions for **rapid problem handling**
- Artificial intelligence pinpoint issues and **drill down to root-cause**
- **Proactively contact customers** when things go wrong and prevent poor app ratings

MONITOR USER JOURNEYS: EVERY **USER**, EVERY **APP**, EVERYWHERE



Compare bounced user sessions, converted user sessions or new versus returning users to understand your customer base.

[Read more](#)

HOW MUCH MONEY CAN AUTONOMOUS IT SAVE TO YOUR COMPANY? LET'S FIND OUT!



SIMPLY ANSWERS 5 QUESTIONS AND GET YOUR RESULTS

2019, Forrester Research

A BETTER WAY... AUTONOMOUS IT

Automated instrumentation and configuration

More time innovating, not monitoring

Self-service for all

User experience is everything

Hands-free upgrades

New features delivered every 2 weeks

GET STARTED YOUR AUTONOMOUS IT WITH 3 EASY STEPS

Free Trial

01

Sign up

15-day free trial. You'll be up and running in less than 5 minutes..

02

Install OneAgent

We use artificial to

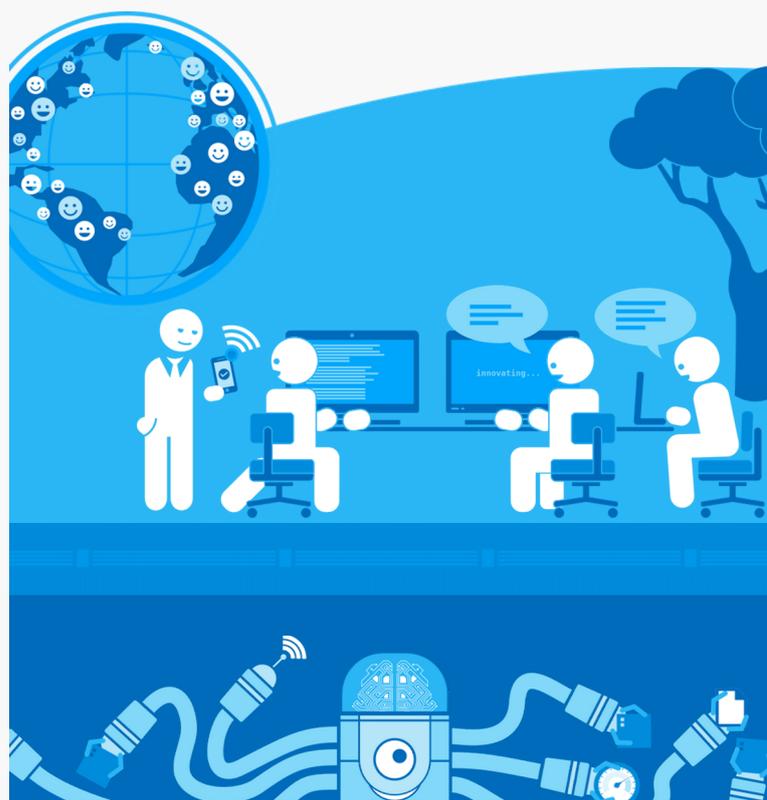
- Auto-discover intelligence your environment
- Learn how your application works
- Set smart baselines

03

You're all set...really!

Intuitive dashboards provide full insights immediately. In case of performance issues you get one single notification including the root cause of the issue.

All with no configuration!



OUR EXPERTS CAN HELP YOU TAKE YOUR MONITORING TO THE NEXT LEVEL.

CONTACT US



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RESOURCES

No matter where your organization is on its digital transformation journey, there is always an opportunity to learn more. Below are a few resources to support you on that journey.

Resources:

- <https://www.dynatrace.provice.eu/post/beyond-cost-reduction-next-level-shared-services>
- <https://www.dynatrace.provice.eu/post/deployment-challenges-with-large-enterprise-systems>
- <https://www.dynatrace.provice.eu/post/monitoring-windows-workstations-with-dynatrace-an-it-helpdesk-case-study>
- Cloud-Native Evolution, Alois Mayr, Peter Putz, Dirk Wallerstorfer with Anna Gerber, 2017.
- [hipa-hoa-business-services-hungary-2018-survey.pdf](#) 19.p
- <https://www.capgemini.com/de-de/2018/01/trends-shared-services/>
- <https://www.ukbitsolutions.com/blog/shared-services-centre-ssc/>
- <https://www.dynatrace.com/>
- Gartner 2018. Broaden Application Performance Monitoring to Support Digital Business Transformation.
- <https://tools.totaleconomicimpact.com/go/dynatrace/dynatrace/index.html?curr=usd>

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