



---

# Journey to Full Stack Observability and Auto-Remediation

June 28, 2022

# Your Speakers Today



**Gregg Ostrowski**  
Executive CTO



**Ari Stowe**  
Director of Product  
Management

# We will discuss ..

- Trends in IT and application landscapes
- Leveraging observability to understand your environment
- Accelerating resolution with intelligent automation
- Driving quick and accurate root cause



# IT must move faster than the speed of business

Growing pressures both outside and inside the organization are slowing IT down from keeping pace

## Changing Business Landscape

Changing workforce trends

Growing cloud adoption

Innovation and digital transformation

World events impacting business



Digital transformation has accelerated by

**+7 years**

since the pandemic

## Growing Internal Pressures

Scaling operations to meet business demands

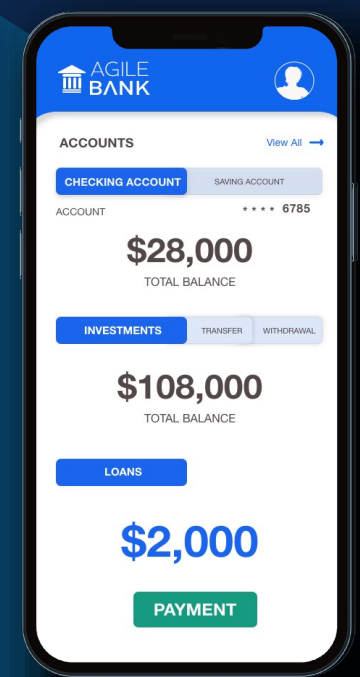
Cost containment imperatives

Skill and labor shortage

Tools for a digital native workforce

# The App Landscape – From Simple to Complex...







**75%**

wrestle with  
overwhelming  
data noise



**85%**

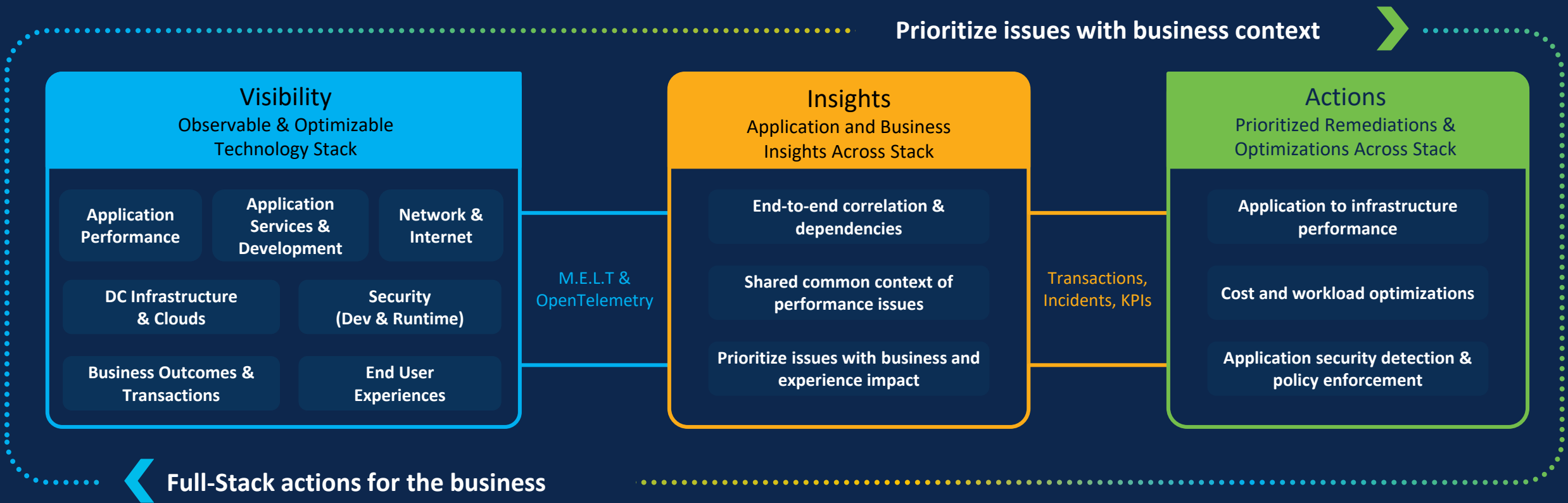
big challenge is cutting through  
the volumes of data to identify  
root causes of performance  
issues



**96%**

anticipate negative  
consequences for their  
business

# Full-Stack Observability with Business Context





# Resolve: The Leader in Intelligent IT Process Automation

Purpose-built for IT processes

## Fast results

with ready-to-use SaaS solutions

Out-of-the-box accelerator packs delivered in a no/low code experience to start automating immediately

## Deep integrations

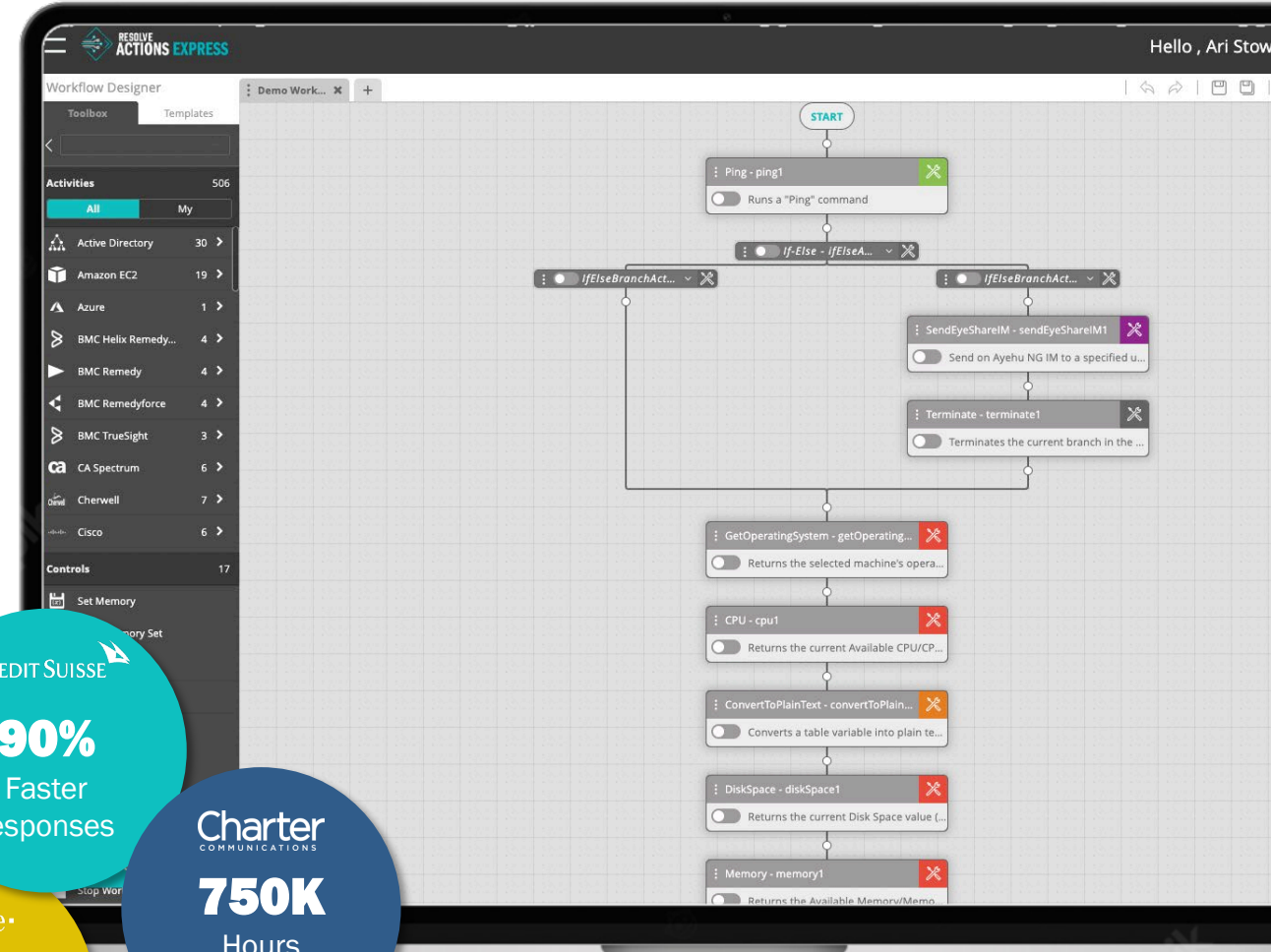
with your existing systems

100s of pre-built integrations along with the ability to add your own to integrate and orchestrate with existing IT infrastructure

## Extreme Scalability

from simple tasks to the most complex processes

One powerful platform to orchestrate all your IT use cases



CREDIT SUISSE

90%

Faster responses

T-Mobile

\$5M

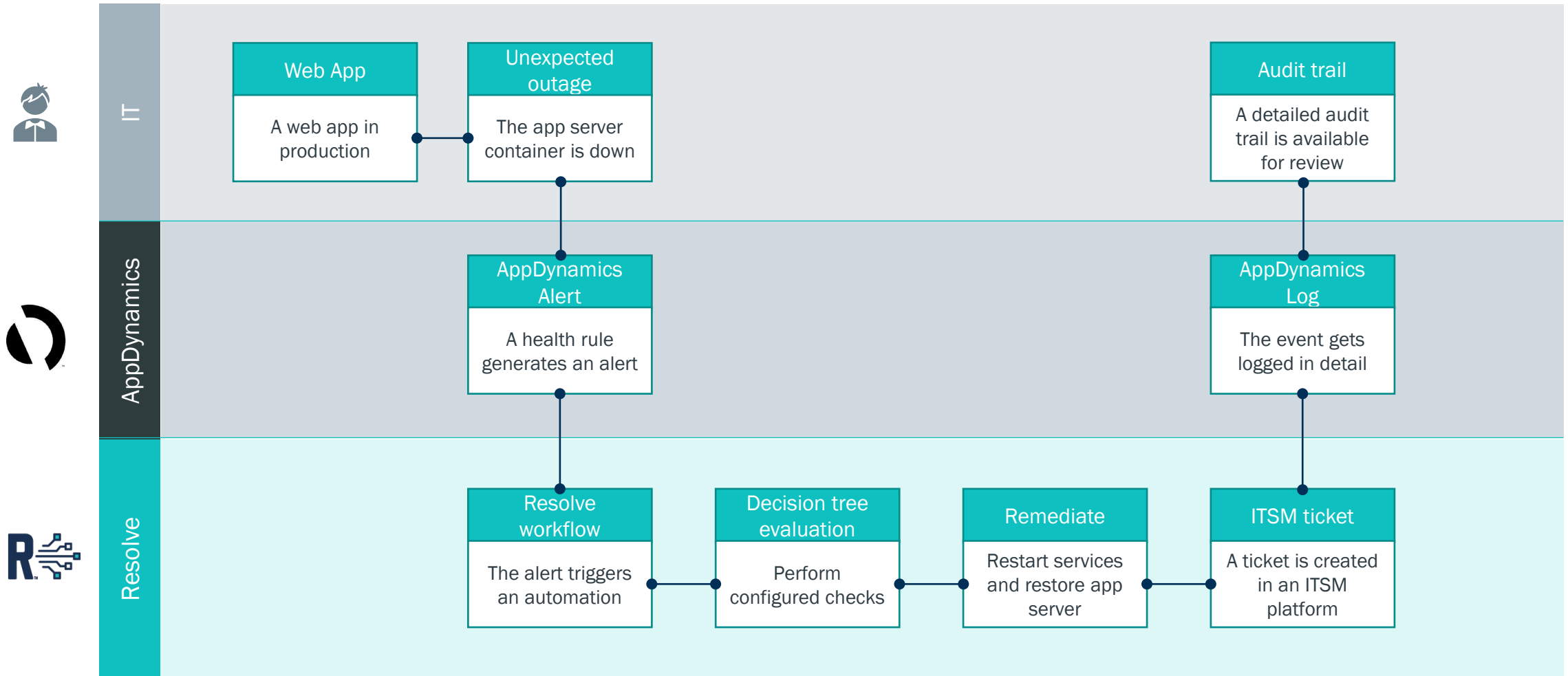
savings/yr

Charter COMMUNICATIONS

750K

Hours saved/yr

# AppDynamics + Resolve for Auto-Remediation



Workflow Designer

AppD Act... x Stop Contal... x +

Navigation icons: back, forward, save, print, search, zoom, etc.

Toolbox

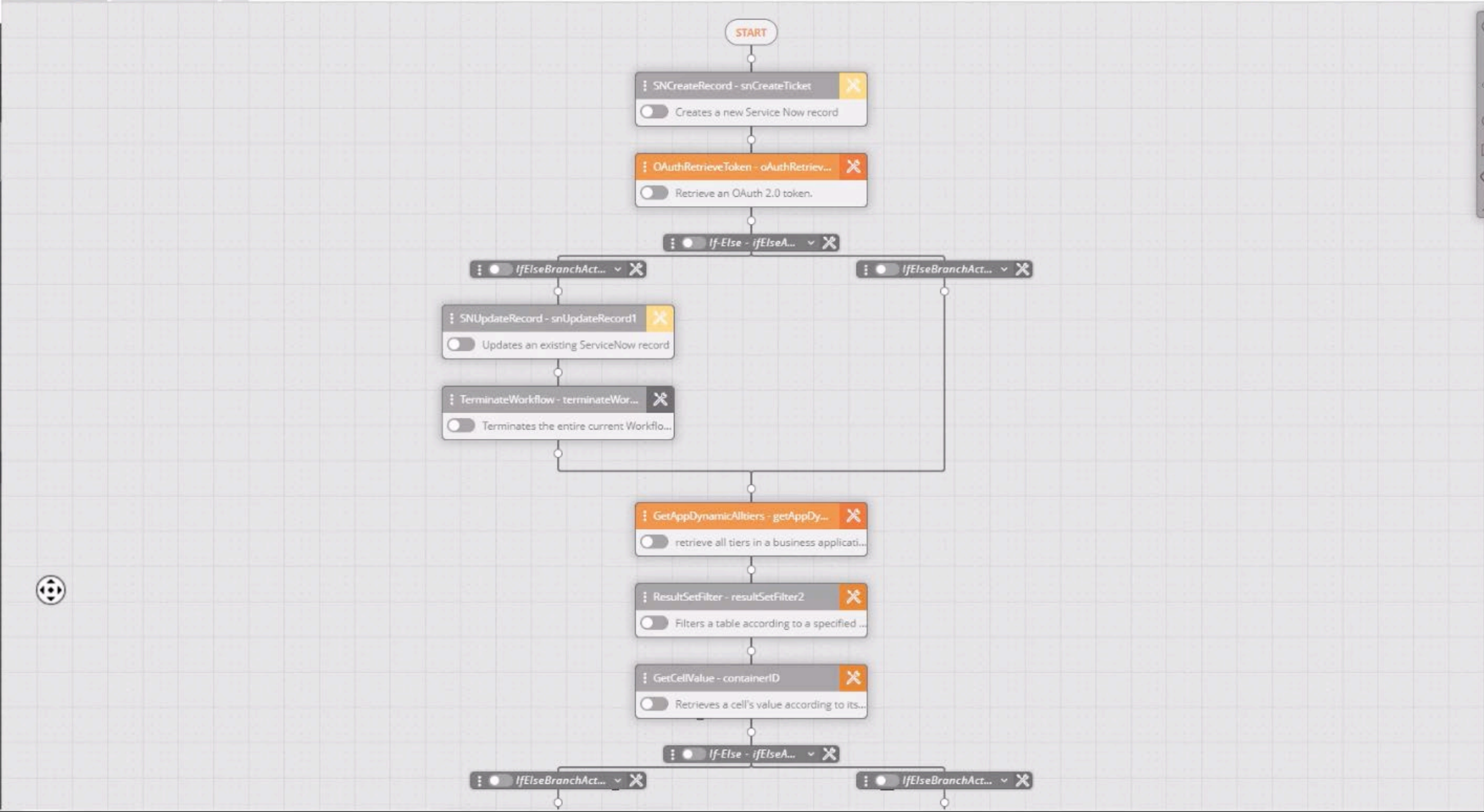
Activities 593

All My

- Active Directory 30 >
- Amazon EC2 19 >
- App Dynamics 16 >
- Azure 1 >
- Big Panda 38 >
- BMC Helix Remedy... 4 >
- BMC Remedy 4 >
- BMC Remedyforce 4 >
- BMC TrueSight 3 >
- CA Spectrum 6 >
- Cherwell 7 >

Controls 17

- Set Memory
- Multi Memory Set
- Display Value
- Display Multi Value
- If-Else
- While
- Parallel
- Run Workflow
- Goto
- Stop Workflow
- Terminate Workfl...





# Q&A

