



Delivering Business Observability Through AIOps

The Integration Partner Ecosystem



AppDynamics



Introduction

At AppDynamics we're focused on giving you a deeper understanding of your applications with AIOps. Our goal with AIOps and our partner integrations is to enable IT teams to manage performance challenges proactively, in real-time, before they become system-wide issues.

By connecting AppDynamics with our key partners, you can gain deeper visibility into your environment, automate incident response, and ensure continuous delivery by optimizing your IT infrastructure to deliver stellar application experiences for users and customers.

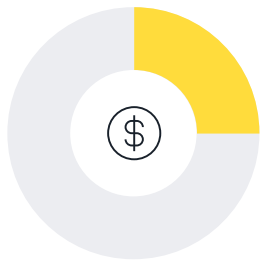
"By 2024, 30% of business leaders will rely on AIOps platforms for automated insights to drive business-related decisions, as compared to less than 3% today."¹

– Gartner, *100 Data and Analytics Predictions Through 2024*, Graham Peters, Alan D. Duncan, 2020.

The Challenge of Managing Modern Applications

As customer bases grow and businesses expand, application environments have become a complex web of interdependent applications, microservices, third-party software, and multi/hybrid cloud solutions. People, processes, and systems can no longer resolve issues or locate the root cause fast enough. The explosion of complexity within these distributed systems has restricted visibility and control across the IT stack, and humans can no longer manage the chaos alone.

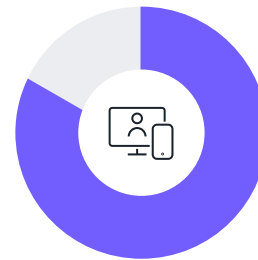
Artificial intelligence for IT operations, or AIOps, is a way to address this. AIOps refers to the use of Artificial Intelligence (AI) and Machine Learning to ingest and analyze large volumes of data from every corner of the IT environment, reducing its complexity by bringing data silos together with the means to filter them, detecting patterns, and clustering meaningful information for more efficient actioning.



24%
of consumers say news of glitches erode their trust in a company²



40%
of all downtime incidents cost between \$100,000 and \$1 Million³



79%
say digital services have introduced them to new products and services⁴

Cisco Full-stack Observability (FSO)

Cisco full-stack observability moves beyond domain monitoring into full-stack visibility, insights, and actions, transforming siloed data into actionable business insights by gathering and correlating telemetry, across the technology stack in the multi-cloud environment, so operation teams can effectively deliver and optimize customer experiences. FSO must enable:



Visibility

Build a shared common context to align operation teams supporting the full technology stack.

Full-stack visibility helps operation teams to gather, unify, and correlate data across the technology stack in the multi-cloud environment.



Insight

Align teams by prioritizing issues that impact the business and experiences.

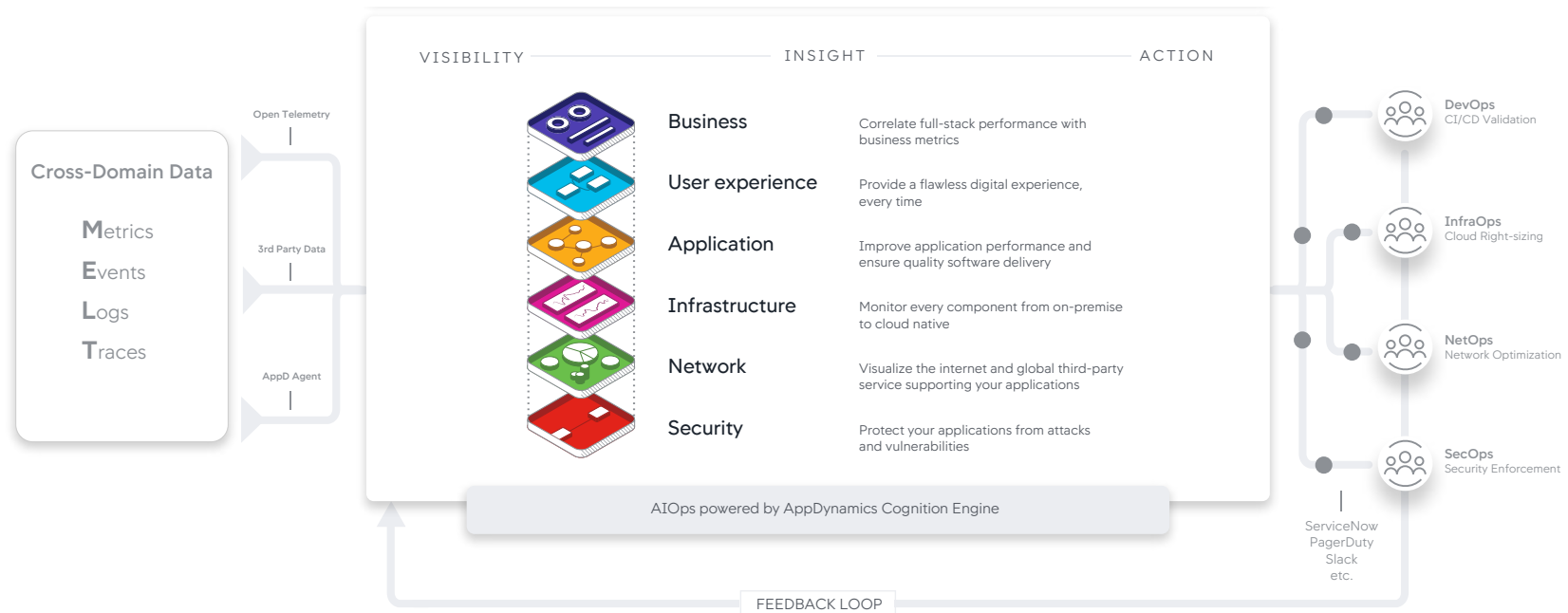
Full-stack insights provides operation teams contextual insights across the technology stack in the multi-cloud environment to quickly prioritize, isolate, and remediate issues, ensuring users have a flawless experience.



Action

Act with confidence on what matters most to the experience and business.

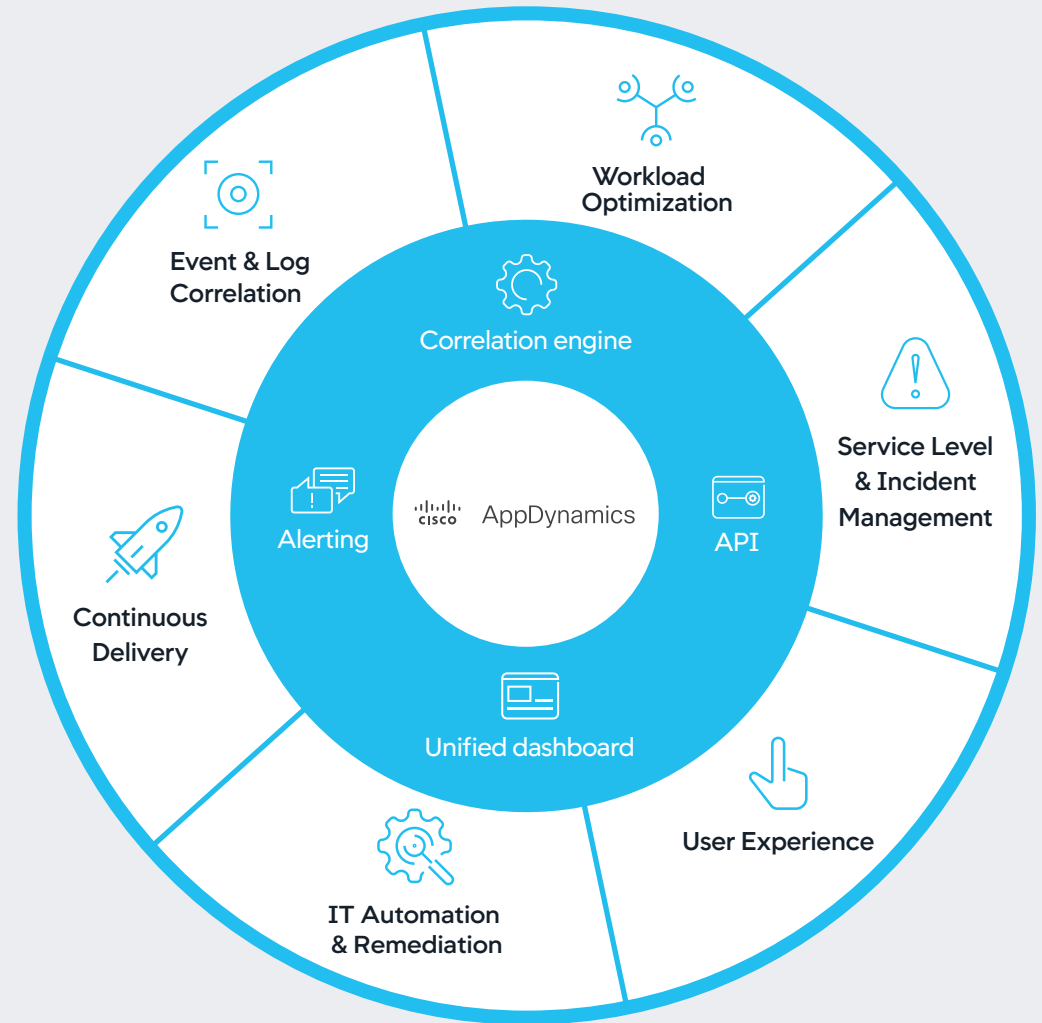
Full-stack actions observes insights over time, recommends prioritized remediations, and autonomously executes them to address an issue.



Our Partner Ecosystem

AppDynamics fosters an open ecosystem of established and emerging technology vendors with segment-leading capabilities that complement AppDynamics while extending the use cases and value that we bring to our joint customers.

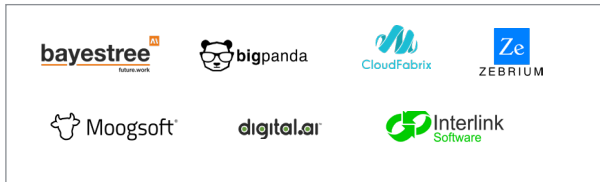
Each one of our partners allows us to address different complexities within our mutual customers' application environments. Together, we enable enterprises to provide the best user experiences to their own customers and advance their business goals.





Event and Log Correlation

Visibility into broader IT landscape



User Experience

Follow and optimize the user experience



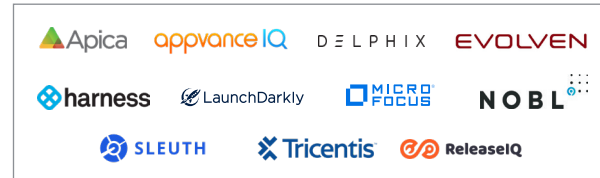
Workload Optimization

Move workloads, scale, and tune resources in the stack



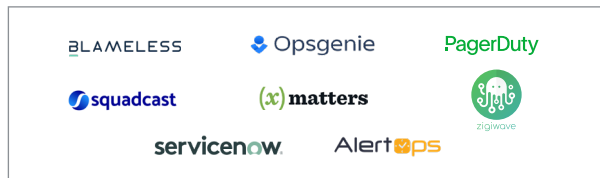
Continuous Delivery

Enhance testing processes, give confidence to continuous delivery



Service Level and Incident Management

Incident creation, ticket enhancement, and remediation



IT Automation and Remediation

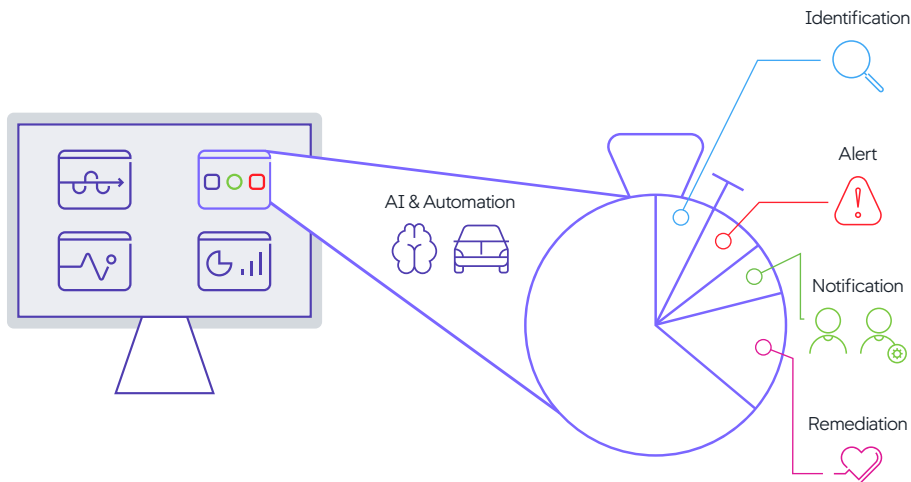
Automated IT workflows for repeatable processes






Service Level & Incident Management



Our Service Level & Incident Management partners integrate with AppDynamics to provide context to alerts, and correlate them with prior incidents, and provide a single click solution to identify root cause and improve triage efforts.


With AppDynamics, our partners can automate incident resolution actions for end-to-end self-healing, maintain high availability of mission-critical applications by measuring service level objectives (SLOs), and automatically fix problems before they impact business applications and users, making incident resolution easier and faster than ever. By combining AppDynamics application and performance knowledge with our partners' solutions, businesses can drive better IT management processes to shorten the Mean Time to Resolution (MTTR) from days to minutes.



 **Featured Partners**

BLAMELESS  Opsgenie  PagerDuty

servicenow  squadcast  (x)matters

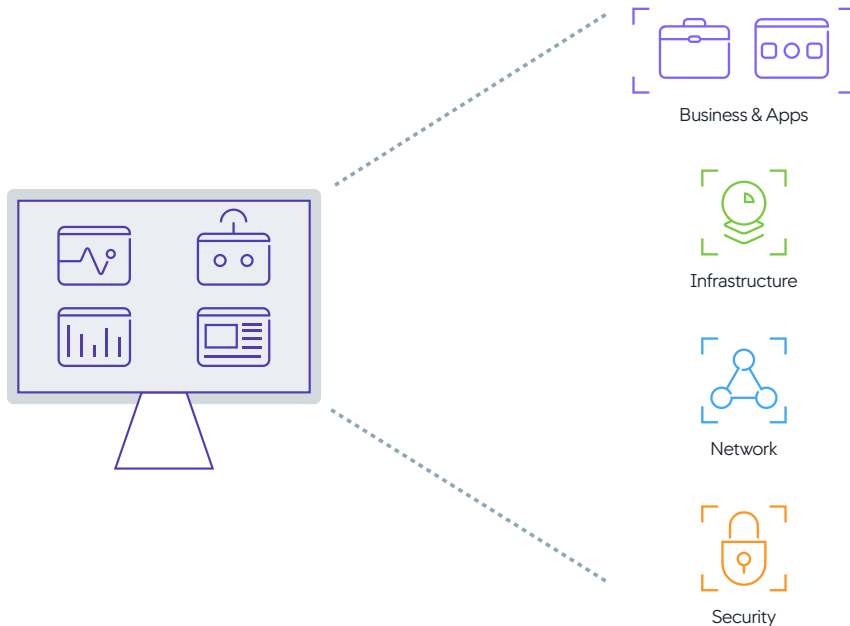
 zigwove **Alertops**


Partners reduce Mean Time to Resolution by providing a clear course of action to remediation.





Event & Log Correlation




The integration between AppDynamics and our Event & Log Correlation partners provides customers with a unique end-to-end root cause analysis solution by correlating alerts and events across the IT stack to give clear insights into the problems surrounding an issue.

These partners also detect and remediate faulty changes to an IT stack before they snowball into larger issues. This combined solution helps joint customers to further reduce MTTR, decrease the number of incidents, and accelerate code and infrastructure deployments while reducing OPEX. With proactive risk and performance analysis provided by AppDynamics and our partners, customers can ensure optimal performance for all global infrastructure resources.



 **Featured Partners**

   
future.work ZEBRIUM

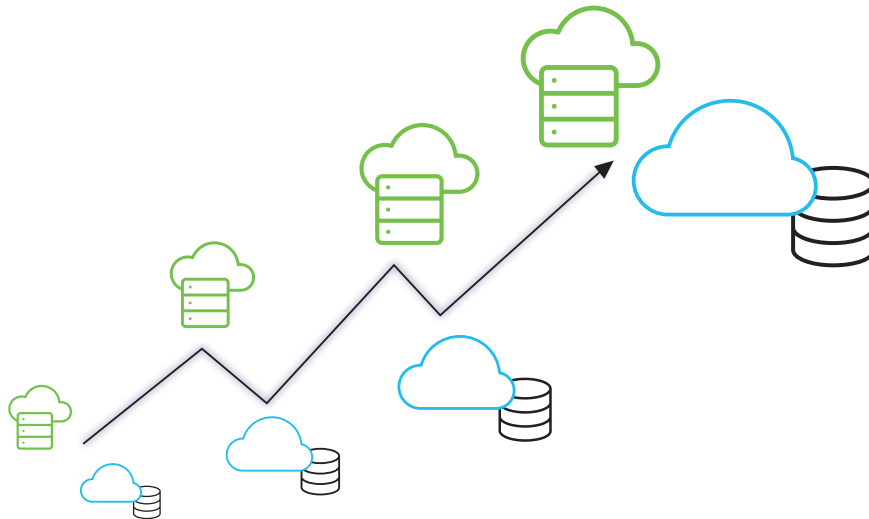
IT teams can correlate alerts across all aspects of their environment and use that data to resolve incidents faster.



Infrastructure Compute/Network

AppDynamics provides contextual insight into application topology as well as key metrics, which allows our Infrastructure Compute/Network partners to establish dependency relationships at each layer of the IT stack in order to monitor performance.

These partnerships make it easier for mutual customers to monitor the health of their infrastructure and incorporate Service Level Objectives (SLO) information into their platform. With deeper application visibility and insight, IT teams can reduce the risk of outages and drive infrastructure and cloud resource decisions at each layer of the stack while still enforcing business constraints. Through closed-loop optimization, resources can be scaled automatically to match loads to drive healthy application performance with real-time validation by AppDynamics.



Featured Partners






IT teams understand infrastructure dependency relationships to optimize resources at each layer of the IT stack.

User Experience

Applications have become the storefront of modern businesses. Whether they provide services or digital goods, businesses must put their best foot forward when offering anything to a potential customer.

Knowing this, providing a flawless user experience is absolutely crucial to business survival. Today, applications are the brand. Businesses need to follow the customer's journey from initial contact to checkout and address any problems along the way in real-time. To do that, we must rely on more than metrics. Together with these session replay partners, AppDynamics can look beyond the metrics and view every action your customer takes, enabling you to reveal and address user experience related issues.



 Featured Partners		
GLASSBOX	QuantumMetric	Medallia
 SquaredUp	 CONTENTSSQUARE	

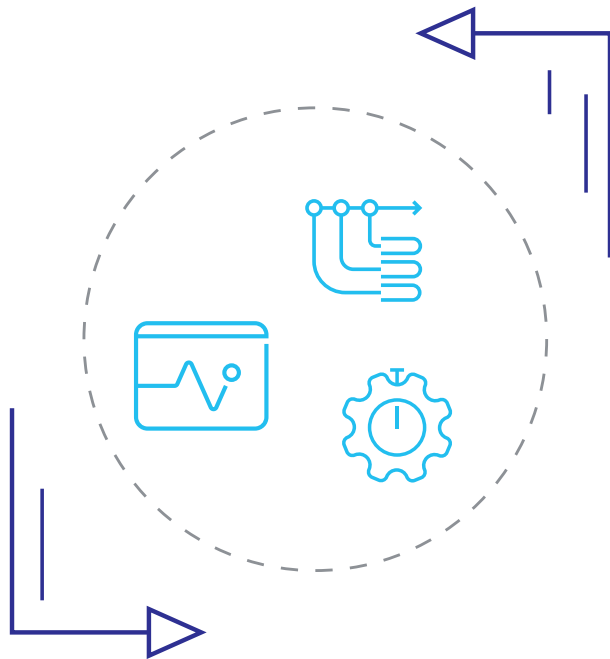
See your applications through the eyes of the customer and provide a flawless digital experience.



IT Automation & Remediation

Our IT Automation & Remediation partners create platforms that develop automated IT workflows for repeatable processes. These platforms accelerate the delivery of IT services by automating manual processes. With IT automation, workflows are created to repeat instructions, processes, or policies, thereby saving time and freeing up IT staff for more strategic work while ultimately reducing OPEX.

IT automation tools today tend to favor the no-code model, where IT users can build custom automations for their environment using an easy to use solution. Many of these products have pre-built automations and predefined workflows for common technologies so customers can tailor and tune the automation platforms for their particular needs.



Featured Partners

RESOLVE



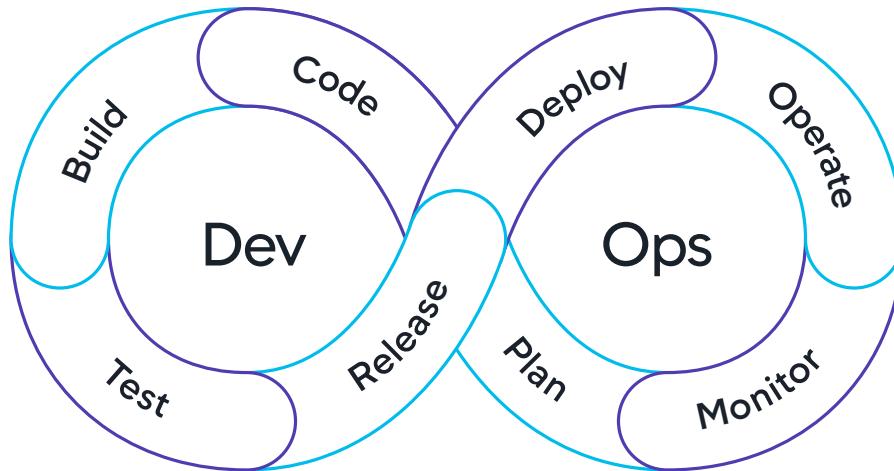
Leverage AI to create automatic workflows for repeatable tasks based on your strategic needs.



Continuous Delivery

By leveraging AppDynamics with our Continuous Delivery partners, teams can gain deeper visibility into the full-stack performance of cloud, mobile, and enterprise applications with clear insights into critical IT processes like release management, change management, and application performance.

With more production insights available to the organization, teams can pinpoint bottlenecks and problem areas before new code hits production environments, or quickly roll back a faulty deployment to a stable release. With constant real-time monitoring with AppDynamics in testing and live environments, developers can drastically reduce time spent debugging and deploy code seamlessly to live environments with confidence that there will be no business or user impact.



Featured Partners

Developers can optimize software before it hits production environments, rollback failed deployments, and monitor testing environments in real-time.

Learn More

Our partners play a key role in allowing us to support our mutual customers. AppDynamics is proud to work with a diverse group of software vendors and emerging solutions that allow us to drive deeper insights into our customer environments and create even more value for those customers. We're looking forward to adding even more partners to the Integration Partner Program in the future, so keep an eye out for future updates!

Learn more about Full-stack Observability:

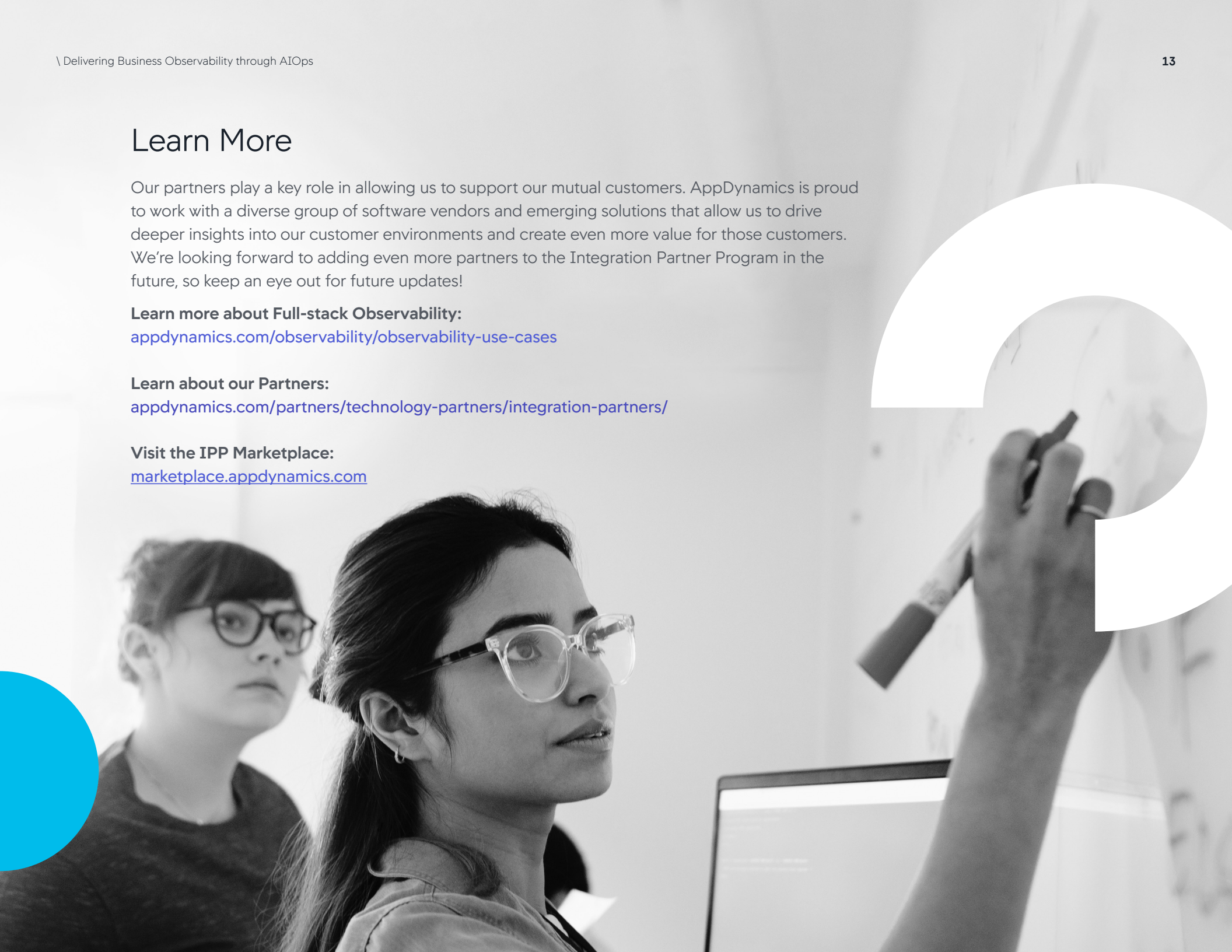
appdynamics.com/observability/observability-use-cases

Learn about our Partners:

appdynamics.com/partners/technology-partners/integration-partners/

Visit the IPP Marketplace:

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About AppDynamics

AppDynamics is the Application Intelligence company. With AppDynamics, enterprises have real-time insights into application performance, user performance and business performance, enabling them to move faster in an increasingly sophisticated, software-driven world. AppDynamics' integrated suite of applications is built on its innovative, enterprise-grade App iQ Platform that allows its customers to make faster decisions that enhance customer engagement and improve operational and business performance. AppDynamics is uniquely positioned to enable enterprises to accelerate their digital transformations by actively monitoring, analyzing and optimizing complex application environments at scale. Start a free trial at **AppDynamics.com**.

Sources:

¹Gartner, *100 Data and Analytics Predictions Through 2024*, Graham Peters, Alan D. Duncan, 2020, <https://www.gartner.com/en/doc/721868-100-data-and-analytics-predictions-through-2024>

²AppDynamics - *The App Attention Index, 2019*

³Uptime Institute - *Data Center Industry Survey Results, 2020*

⁴AppDynamics - *The App Attention Index, 2019*



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