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# **DYNATRACE ADOPTION SERVICES**

Service Definition  
Document

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# **SERVICE DESCRIPTION, FEATURES AND BENEFITS**

Our Dynatrace Adoption Service optimises the utilisation of the solution, maximising its value for your organisation.

## **SERVICE FEATURES:**

**Assessments and roadmap for observability adoption benefits.**

**Harmonise IT Operations from Build to Run,**

**Design, readiness, and IT ops integration services.**

**Includes software engineering for implementation and adoption support.**

**Led by experienced project managers and consultants.**

**Engagements tailored to customer requirements.**

**On-demand access to observability engineering via service engagement.**

## **SERVICE BENEFITS:**

**Maximise the value of Dynatrace from your investment,**

**Streamlined adoption process for observability benefits.**

**Convenient access to observability engineering through service engagement.**

**End to end traceability of every end user transaction.**

**Forensic level tooling to pin point root cause.**

**Anomaly detection to prevent critical outages.**



# SET-UP AND MIGRATION

Our Observability Review and Assessment Service complements our comprehensive Cloud adoption services. Drawing from a customer's strategy or our own assessment, we aid in implementing the necessary technical and operational Observability capabilities, integrating cloud provider services, customer applications and tools, and lifecycle automation.

Our approach ensures customers enhance their monitoring capabilities, establish performance baselines, and validate expected quality improvements pre- and post-migration.

# WHY HARRISON?



IT consulting that isn't scripted, templated or "one we made earlier."

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.





# CONTACT US

Please send your requirements to [info@harrisonjamesit.com](mailto:info@harrisonjamesit.com). Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work



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