September 16, 2020

Dynatrace Announces Integration With ServiceNow Service Graph Connector Program

Delivers precise, real-time topology for dynamic multicloud environments, enabling customers of both platforms to improve user experience and accelerate digital transformation

WALTHAM, Mass.--(BUSINESS WIRE)-- Software intelligence company [Dynatrace](#) (NYSE: DT), today announced it has joined the ServiceNow® Service Graph Connector Program, a new designation within the Technology Partner Program, enhancing the integration between Dynatrace® and ServiceNow. Service Graph Connectors harness the expertise of ServiceNow technology partners and ServiceNow engineering to provide a quick and reliable means of bringing third-party data into the ServiceNow Service Graph and Configuration Management Database (CMDB).

The Service Graph Connector for Dynatrace enables customers to use Dynatrace Smartscape® to enrich ServiceNow's Service Graph and CMDB with real-time topology information, including deep application and infrastructure entity discovery, ensuring an accurate and precise understanding of dynamic multicloud environments. This allows them to improve user experience and accelerate digital transformation with more confidence and less risk.

"We collaborated on this integration with many of our customers and ServiceNow, and we are thrilled to deliver the value they have been asking for," said Steve Tack, SVP of Product Management at Dynatrace. "The intelligent observability from Dynatrace, real-time topology map from our Smartscape technology, and automated workflow and configuration data from ServiceNow combine to provide customers with a precise and real-time understanding of their dynamic environments."

ServiceNow Service Graph, the next-generation system of record for digital products and services, addresses the entire technology stack from infrastructure to the application layer. It includes ServiceNow's CMDB, the repository for all infrastructure, relationships, and configuration management information. With Service Graph, IT organizations are empowered with a broad and deep data foundation for managing the entire lifecycle of digital products and services. In addition, it underpins all ServiceNow products, allowing customers to tie together technology components, people, and processes into a service-oriented view. This connected approach enables customers to leverage their existing CMDB investments to rationalize portfolios, automate development, streamline cloud and security operations, manage risk, and understand ROI, driving high-value business outcomes.

"ServiceNow is leading the future of work by creating great experiences for businesses," said Jeff Hausman, vice president and general manager of IT Operations Management, Security,

and CMDB, ServiceNow. "We are pleased to have Dynatrace integrate its Service Graph Connector to help further enhance satisfaction, build trust, accelerate time to value, and reduce risk for our joint customers."

For additional details, visit the Dynatrace blog or the ServiceNow Store.

About Dynatrace

Dynatrace provides software intelligence to simplify cloud complexity and accelerate digital transformation. With automatic and intelligent observability at scale, our all-in-one platform delivers precise answers about the performance of applications, the underlying infrastructure and the experience of all users to enable organizations to innovate faster, collaborate more efficiently, and deliver more value with dramatically less effort. That's why many of the world's largest enterprises trust Dynatrace$^{®}$ to modernize and automate cloud operations, release better software faster, and deliver unrivaled digital experiences.

Curious to see how you can simplify your cloud? Let us show you. Visit our trial page for a free 15-day Dynatrace trial.

To learn more about how Dynatrace can help your business, visit https://www.dynatrace.com, visit our blog and follow us on Twitter @dynatrace.

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Source: Dynatrace