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Dynatrace Recognized as a Customers' Choice in the 2024 Gartner® Peer Insights™ Voice of the Customer for Observability Platforms Report

Dynatrace is committed to helping customers observe and understand their complex IT environments to achieve greater resilience and reliability

WALTHAM, Mass.--(BUSINESS WIRE)-- Dynatrace (NYSE: DT) has been named a Customers' Choice in the 2024 Gartner Peer Insights Voice of the Customer for Observability Platforms report. Gartner Peer Insights recognizes vendors who meet or exceed both the market average Overall Experience and the market average User Interest and Adoption score through a Customers' Choice distinction. A complimentary copy of the report is available here.

According to Gartner, "The Voice of the Customer is a document that applies a methodology to aggregated Gartner Peer Insights' reviews in a market to provide an overall perspective for IT decision makers. It can play a key role in your buying process, as it focuses on direct peer experiences of buying, implementing and operating a solution."[1]

Within the Observability Platforms report, customers rated Dynatrace 4.6 out of 5.0 stars, with 94% saying they would recommend Dynatrace solutions (based on 102 reviews as of October 2024). A few of these customers' reviews include the following:

- "Game changing observability that has let us focus on where we can innovate"
  ~Senior Communications Analyst
- "Customer service, top notch...product features, function, capabilities...second to none
  Dynatrace is the bar I hold all other suppliers to, and none have come close yet."
  ~Director of IT
- "Dynatrace was essential for implementing the concept of observability in the company, generating value and reliability in the services and applications monitored..."
  ~IT Associate
- "The solution is incredible, delivers a great experience and a lot of good data"
  ~Manager of IT Services

"We are honored to be recognized as a Customers' Choice in the 2024 Gartner Peer Insights Voice of the Customer for Observability Platforms Report," said Steve Tack, Chief Product Officer at Dynatrace. "We believe this recognition is especially meaningful because it comes directly from our customers. Their trust and positive feedback are the ultimate validation of our efforts. At Dynatrace, our customers are at the heart of everything we do. We are committed to continuously listening to their needs and enhancing our AI-powered platform accordingly to help them observe, secure, and understand their digital ecosystems beyond the capabilities of traditional observability, driving greater resilience and innovation."

Dynatrace was also recently named a Leader in the [2024 Gartner Magic Quadrant™ for Observability Platforms](#), positioning the company as furthest for Completeness of Vision and highest for Ability to Execute. In addition, Dynatrace ranked #1 out of 17 vendors in the [2024 Gartner Critical Capabilities for Observability Platforms Report](#) across three of five use cases: Application Health and Performance Monitoring (4.27/5), Hybrid Infrastructure Platform Operations (4.25/5), and Business Insights (4.22/5).

Gartner Disclaimers

[1]Gartner Methodologies, Gartner Peer Insights Voice of the Customer Methodologies, https://gpivendorresources.gartner.com/en/articles/6746287-voice-of-the-customer-methodology

Gartner, Peer Insights Voice of the Customer for Observability Platforms, By Peer Contributors, 24 December 2024.

Gartner, Magic Quadrant for Observability Platforms, Gregg Siegfried, Padraig Byrne, Mrudula Bangera, Matt Crossley, 12 August 2024.

Gartner, Critical Capabilities for Observability Platforms, Gregg Siegfried, Padraig Byrne, Mrudula Bangera, Matt Crossley, 12 August 2024.

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About Dynatrace

[Dynatrace](#) (NYSE: DT) exists to make the world's software work perfectly. Our end-to-end platform combines broad and deep observability and continuous runtime application security with [Davis® hypermodal AI](#) to provide answers and intelligent automation from data at an enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences. That's why the world's largest organizations trust the Dynatrace® platform to accelerate digital transformation.

Curious to see how you can simplify your cloud and maximize the impact of your digital teams? Let us show you. Sign up for a 15-day Dynatrace trial.

To learn more about how Dynatrace can help your business, visit www.dynatrace.com, visit our blog and follow us on LinkedIn and X @dynatrace.

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