

Wiley Accelerates Digital Transformation to Enable Seamless Access to Research and Educational Resources Globally With Dynatrace

Software Intelligence Platform's deep observability and advanced AIOps capabilities simplify cloud complexity and empower technology teams to accelerate innovation

WALTHAM, Mass.--(BUSINESS WIRE)-- Software intelligence company [Dynatrace](#) (NYSE: DT) today announced [Wiley](#) is using the Dynatrace® platform to accelerate digital innovation. Wiley has been a leader in research and education for more than 200 years, helping learners, institutions, and corporations achieve their goals. As the industry and job market rapidly evolve, there is increased demand for Wiley's extensive digital resources. These include online platforms that get peer-reviewed research to market faster, adaptive courseware and online education, and professional learning content and services, including job training, placement, and databases. To keep pace with customer needs, the company migrated to a cloud-native architecture, including Kubernetes and serverless compute services. With this transition came increased complexity, brought by the continuous change and volume, velocity, and variety of data across this dynamic multicloud environment. With Dynatrace, Wiley's technology teams have deep observability and advanced AIOps that automatically and continuously discovers the company's entire technology stack and processes its billions of dependencies, in real time. This has saved these teams from wasting time on manual effort, so they can focus on driving innovation.

"Before Dynatrace, keeping up with our increasingly complex cloud environment was draining our teams' time," said Sean Mack, CIO and CISO, at Wiley. "Now, we can automatically capture every source of observability and user-experience data in a single place. This shift alone has freed our teams to invest more time in proactively acting on the insights they're getting, in real time, so they can create better, more innovative services and experiences while also maintaining focus on our primary goal – meeting our customers where they are, whenever they need our resources."

Dynatrace's [advanced, causal AIOps](#) capabilities provide precise answers that have led to a consistent decrease in the amount of time Wiley's teams spend on reactive problem chasing. This has freed them to focus on driving the company's digital transformation forward.

"Providing access to research and education content, platforms, and services from anywhere, at any time, is vital, and Dynatrace is key to our ability to achieve this," continued Mack. "We've transformed from using technology as an enabler, to having technology at the core of everything we do. But it's difficult to balance digital transformation with the need to continue delivering the best services and experiences. Dynatrace allows us to simplify our dynamic cloud environment, providing the insights we need to deliver reliable, 24/7 access to our customers."

Visit our [Customer Stories page](#) for more details on how Wiley is scaling digital access to its expansive knowledge ecosystem with Dynatrace.

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 and security 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 unrivalled 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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