![Dynatrace logo]

Dynatrace Advances AIOps with Preventive Operations

New AI capabilities predict and prevent IT issues, reducing resolution time and costs

LAS VEGAS--(BUSINESS WIRE)-- [Dynatrace](#) (NYSE: DT), the leading AI-powered observability platform, today announced a significant expansion of its powerful AI engine, Davis® AI, that can move enterprises beyond reactive AIOps to true preventive operations. These enhanced capabilities enable organizations to predict and prevent potential incidents before they occur through AI-driven automation, while accelerating problem investigation and enhancing automated remediation when issues do arise.

As digital services become increasingly complex and distributed, traditional reactive approaches to IT operations are no longer sufficient. Organizations face mounting pressure to prevent outages that can cost millions in lost revenue and damage brand reputation.

Dynatrace has been pioneering AI-driven operations for more than a decade, with Davis AI providing precise root cause analysis, while other approaches still rely on correlation and chatbots. The latest enhancements to the predictive, causal, and generative capabilities of Davis AI include:

- Dynatrace unlocks the **AI-powered generation of artifacts** to enhance automated remediation workflows. For example, Dynatrace enables the generation of Kubernetes deployment resources to adjust limits based on actual usage to prevent over- or under-provisioning.
- Davis AI strengthens its automatic root cause analysis with **natural language explanations and contextual recommendations**. It provides clear problem summaries, specific remediation steps, and surfaces relevant best practices based on its analysis of past incidents. This accelerates Mean Time To Resolution (MTTR) while building an intelligent knowledge base, enabling teams to learn from previous experiences and mitigate the risk of knowledge loss.
- The above capabilities, combined with existing predictive AI capabilities from Davis AI that forecast future behavior, enable true **preventive operations**. Teams can now access instant predictions based on observability data, AI-created artifacts, and Dynatrace automation all in one place to help prevent issues before they occur. This extends Dynatrace AIOps beyond IT operations and into security use cases like proactive firewall configuration.

Customer Value in Preventive Operations

Andrea Gonzalez, Chief Operation Officer at NEQUI, a leading digital bank and financial platform, said: "We are committed to delivering top-notch digital experiences to our customers, which requires our teams to embrace a proactive approach to ensuring continuous service reliability. Dynatrace Davis AI has been instrumental in equipping our teams with the automatic insights needed to pinpoint potential issues in real time. These

latest enhancements will only bolster these capabilities, providing unprecedented forecasting analytics that will help us be even more proactive in our approach to preventing issues before they impact our customers."

Learning from Industry Experts

Andy Thurai, Vice President and Principal Analyst at Constellation Research said: "Natural language processing (NLP) interface has been a gamechanger for AIOps, enabling any incident responder to converse with observability data and try to get to the root cause of the incident, versus waiting for an experienced observability practitioner who fully understands the system to step in. When a large language model (LLM) is trained with ITOps-specific data and enhanced with enterprise-specific observability telemetry, the GenAI immediately understands the telemetry data that is fed into it and leaps into action without needing to wake up someone with the tribal knowledge for help."

The Dynatrace Vision

"The shift from reactive to preventive operations represents the next evolution in AIOps," said Bernd Greifeneder, CTO at Dynatrace. "With further additions to our advanced AI capabilities, we believe Dynatrace is cementing its leadership as an intelligent, problem-solving partner for our global enterprise customers. By combining precise contextual data with advanced AI capabilities, we're enabling organizations to become truly proactive. This is not just about earlier detection of problems or faster resolution—it's about preventing problems from occurring in the first place."

Expanded Davis AI capabilities are expected to be available from Dynatrace within the next 90 days.

To learn more about these advancements, visit the [Dynatrace blog](#).

About Dynatrace

Dynatrace is advancing observability for today's digital businesses, helping to transform the complexity of modern digital ecosystems into powerful business assets. By leveraging AI-powered insights, Dynatrace enables organizations to analyze, automate, and innovate faster to drive their business forward. Learn more at www.dynatrace.com.

Cautionary Language Concerning Forward-Looking Statements

This press release includes certain "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding Dynatrace's capabilities and the expected benefits to organizations from using Dynatrace and AI. These forward-looking statements include all statements that are not historical facts and statements identified by words such as "will," "expects," "anticipates," "intends," "plans," "believes," "seeks," "estimates," and words of similar meaning. These forward-looking statements reflect our current views about our plans, intentions, expectations, strategies, and prospects, which are based on the information currently available to us and on assumptions we have made. Although we believe that our plans, intentions, expectations, strategies, and prospects as reflected in or suggested by those forward-looking statements are reasonable, we can give no assurance that the plans, intentions, expectations, or strategies will be

attained or achieved. Actual results may differ materially from those described in the forward-looking statements and will be affected by a variety of risks and factors that are beyond our control, including the risks set forth under the caption "Risk Factors" in our Annual Report on Form 10-K, subsequent Quarterly Reports on Form 10-Q, and our other SEC filings. We assume no obligation to update any forward-looking statements contained in this document as a result of new information, future events, or otherwise.

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