

What most IT teams miss about observability...

7 reasons IT leaders switch to Dynatrace with Perform IT

For many AppDynamics customers, the biggest reason to reconsider their monitoring strategy is simple: It is not providing value for their complex and dynamic environments and blind spots exist across the environment. But that is just the beginning.

Across the Middle East, digital transformation is picking up speed. Multi-cloud, hybrid workloads and modern DevOps practices are driving innovation, but they also bring a sharp increase in complexity. Recent research shows that 88%¹ of global organisations say their tech stack has grown more complex in the last year, and 51% expect it to keep rising.¹ For enterprises in the Middle East - which are already balancing regulatory scrutiny, rapid expansion and growing user demands - the challenge is even greater.

IT leaders need to modernise, reduce risk and deliver seamless digital experiences. But many are stuck with legacy monitoring tools that simply were not built for this reality.

We see it all the time. Teams pour money and effort into AppDynamics and similar tools, hoping for control and clarity. Instead, they are left with blind spots, spiralling costs and environments so complex they hold back innovation.

Dynatrace changes that. Its single OneAgent provides full-stack observability from day one, automatically mapping dependencies and transactions across the environment.

Here are 7 key challenges that make organisations reconsider their approach, and why they turn to Dynatrace with Perform IT.

01

When visibility stops at 40%

"We thought we had coverage. But we were only seeing half the picture."

Most AppDynamics users only instrument 40 to 50% of their environment. That means critical blind spots, especially in hybrid and containerised systems. Teams cannot fix what they cannot see or prove compliance across regulated sectors like banking and public services.

Dynatrace changes that. Its single OneAgent provides full-stack observability from day one, automatically mapping dependencies and transactions across the environment. Perform IT ensures it is deployed quickly and completely, even in complex regional landscapes where compliance is non-negotiable.

Here's the proof:

A regional bank migrated from AppDynamics with just 45% coverage. Within two weeks, Perform IT helped them achieve 100% visibility and reduced incident response time by 60%.

¹ Annual Global CIO Report Reveals Cloud-Native Technologies Produce Explosion of Data beyond Humans' Ability to Manage." Dynatrace, 5 Mar. 2024

02

When every new service means another agent

"We were drowning in agents. Every new app meant more overhead."

Legacy tools need multiple agents, dashboards and custom integrations. That drives up operational risk, slows innovation and stretches teams thin.

Dynatrace uses a single agent to capture everything: metrics, logs, traces and user experience. Perform IT helps rationalise legacy setups, replace multiple tools and simplify operations.

Here's the proof:

Customers have eliminated three to five monitoring tools on average by consolidating with Dynatrace.

03

When the alerts won't stop but the root cause stays hidden

"We had alerts. We didn't have answers."

With AppDynamics, teams often suffer alert fatigue, chasing symptoms without ever getting to the real problem.

Dynatrace's Davis AI identifies root causes automatically, showing what happened, why and how to fix it. Perform IT builds tailored strategies, so teams get fewer false positives and more meaningful insights.

Here's the proof:

A telecom provider cut their alerts by 80% and reduced mean time to recovery from three hours to under 30 minutes.

Dynatrace offers a unified platform with full-stack, real-time observability, powered by Davis AI that does not just detect problems but explains, predicts and automates resolution.

04

When monitoring costs spike and no one knows why

"We couldn't explain our monitoring bill. We just knew it kept growing."

Tool sprawl, duplicate licences and reactive troubleshooting all drive up costs. Without real-time context, optimisation is based on educated guesses, but guesses nonetheless

Dynatrace provides precise visibility into cost and performance. Perform IT helps clients cut monitoring spend by up to 60% by streamlining tools and tuning telemetry.

Here's the proof:

One client reduced their observability spend by 40% in the first quarter after switching.

05

When the team says they cannot handle another rollout

"We were still recovering from the last migration."

Past migrations have left scars. Weeks of rollout, months of tuning and still no clear value.

With Dynatrace and Perform IT, teams see value in minutes. Perform IT streamlines onboarding, translates dashboards and builds confidence at every stage.

Here's the proof:

A public sector agency recently rolled out Dynatrace across 12 environments in under 10 days - with zero downtime.

06

When leadership wants business impact, not just uptime

"We had metrics. But we couldn't connect them to outcomes."

Executives want to know if experience is improving, if SLAs are met. And if risks are under control. They do not care about raw infrastructure health in isolation.

Dynatrace ties technical performance directly to business KPIs. Perform IT builds dashboards that track what matters, helping teams prove their impact and avoid escalations.

Here's the proof:

Clients using Perform IT dashboards have seen SLA compliance improve by 30% and escalations drop by 25%.

07

When transformation cannot wait but risk is high

"We needed to modernise. But we just couldn't afford to break anything."

Organisations across the Middle East are under pressure to move faster, adopt cloud and launch new services, all while meeting tough regulatory demands. Without the right observability foundation, modernisation becomes a gamble.

Dynatrace is built for secure, scalable transformation. Perform IT brings regional and industry expertise to align observability with governance, so speed does not come at the expense of compliance.

Here's the proof:

A Gulf-based financial institution recently aligned their observability with ISO and DORA frameworks using Dynatrace and Perform IT, accelerating cloud adoption without opening compliance gaps.

Why Dynatrace versus AppDynamics?

It's simple. AppDynamics often leaves teams with partial visibility, multiple agents and endless firefighting.

Dynatrace offers a unified platform with full-stack, real-time observability, powered by Davis AI that does not just detect problems but explains, predicts and automates resolution.

It is designed for cloud-native scale, integrates with more than 650 technologies out of the box and delivers proven returns: 451% ROI over three years, with a six-month payback.²

Why Perform IT for Dynatrace?

Because tools alone do not solve problems. Perform IT ensures customers can realise the full potential of the Dynatrace offering. And does so at scale, under pressure and in line with regional realities.

With nearly two decades of experience, expertise across 26 countries and a 99% on-time delivery record, they make sure the switch is smooth, adoption is fast, and observability becomes embedded in how the business runs.

**You are not alone.
And you are not stuck.**

Organisations across the Middle East have already made the switch. Dynatrace provides the platform. Perform IT makes sure they get the full value.

Together, they help you modernise with confidence, cut costs, reduce risk, and deliver the experiences that keep customers coming back.

To find out how to put this powerful partnership to work for your organisation, [contact us](#) or [book a consultation](#).

² IDC Business Value Study