Seamlessly detect and resolve incidents across your IT environment, without involving your IT team

Take the time and complexity out of identifying and resolving IT issues

IT infrastructure is becoming increasingly complex and hard to manage. For organisations already struggling to attract and retain skilled IT workers, monitoring and resolving the issues which inevitably arise can be a major overhead. Even when an IT team is well-staffed, these tasks can be laborious and time consuming. It's also an unnecessary drain on the expertise of senior IT professionals.

This complexity is compounded when organisations have multiple applications and workloads across cloud and on-premises environments, or when solutions are siloed within geographic locations or departments. Monitoring and maintaining an infrastructure using manual processes also leaves room for error, exposing the organisation to possible security and compliance risks.

There's a simpler, easier way to keep your environment performing at its best

Advent One can transform your approach to IT monitoring and maintenance, with an automation solution powered by Dynatrace and the Red Hat Ansible Platform. This intelligent solution closes the loop between issue identification and resolution—freeing your IT team and optimising the performance of your infrastructure, 24/7. It also integrates seamlessly with your existing IT service management (ITSM) solution, meaning you have a single point of control for all issues.

- **Rapidly detect issues** — Dynatrace provides instant visibility of the performance, stability, and security of your infrastructure, via a single pane of glass, and immediately alerts you of any issues that need resolving.

- **Deep insights** — when an issue is identified, the solution adds context and detail around the problem, making it easier and faster to address. You can also easily see the root cause, which significantly reduces investigation time.

- **Automate resolutions** — once an issue has been detected, Red Hat Ansible provides rapid and accurate remediation, as per your organisation's processes, without IT needing to be involved.

- **Detailed audit trail** — every action is accurately recorded within the solution, for tracking, potential analysis, and compliance.

- **Fully customised** — the solution is completely tailored to your organisation's specific needs, and covers a full 'smartscape' of processes, hosts, applications, services and datacentres.

- **Quick time to value** – leverage Advent One's library of pre-existing, proven playbooks to automate core IT processes, without the need to create new playbooks from scratch every time. Your own catalogue of playbooks can also be updated and added to at any time.

- **Improved accuracy** – enhance outcomes with automated, repeatable management workflows. Without manual intervention, repetitive tasks can be executed flawlessly.

- **Reduced workload** – free your IT teams from error-prone, time-consuming tasks, allowing them to focus on innovation.

- **Enhanced compliance** – with consistent, repeatable processes, there is no configuration drift or risk of non-compliance.

Automate the laborious tasks that would otherwise consume your IT team's time:

- **Platform expansion -** Automatically and cost-effectively scale up your environment when you're running low on disk space or memory.

- **Application redeployment -** Instantly detect and roll-back problematic code updates, ensuring they're not integrated into your environment.

- **Safeguard against malicious activity -** Block any malicious IPs or users attempting to gain access to your environment from devices or platforms.

- **Autoscaling** - Control costs by automatically scaling your environment up or down based on load requirements.

- **Up-time and resilience** - Isolate issues within a specific node into an SQL cluster, ensuring continual availability.

- **Maintain continuity** - Automatically publish a maintenance alert if a customer's PaaS solution is down due to any third-party component or issue.

> "So many tools will only identify issues in IT infrastructure. The combination of Dynatrace and Red Hat Ansible takes issue identification through to resolution with a consistent, high-quality approach. This reduces the level of resources required to operate the environment and delivers the highest levels of availability."

Wayne Glynne
Head of Cybersecurity, Advent One

Technology used

- Red Hat Ansible Automation Platform
- Dynatrace Analytics and Automation for Unified Observability and Security

Key benefits:

- Reduce IT workload.
- Free expert IT staff from completing low-level maintenance.
- Close the loop between issue identification and resolution.
- Enhance the up-time, resilience, and cost management of your entire environment.

Advent One is proud to be a Red Hat Premier Partner.

Advent One is a multi-award winning Red Hat partner and recognised globally for their leading Red Hat Ansible Automation practice.

Recent awards include:

- 2023 Innovation Partner of the Year, ANZ
- 2022 Innovation Partner of the Year, ANZ & APAC
- 2021 Professional Services Partner of the Year, ANZ
- 2020, Advanced Partner of the Year, ANZ

Why Advent One?

- **Expertise** – due largely to the quality of our engineering team, Advent One is one of two Australian-based companies to have achieved Red Hat Premier partner status, the highest level in the Red Hat Partner Program.

- **Single bill of materials** – Advent One can simplify the process and manage your entire solution on your behalf, including your Dynatrace and Red Hat subscriptions, so you have just one bill for all components.

- **Industry-leading technology** – Advent One's solution brings together reputable, stand-out technology: Red Hat Ansible Platform and Dynatrace.

- **Managed Services Partner** – Advent One is immersed in operating many client environments, which gives us the experience to deliver a highly automated IT operations environment.