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Dynatrace Streamlines Mass Migration to the Cloud with Centrify Identity Service

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Dynatrace is the innovator behind the industry's premier Digital Performance Platform, making real-time information about digital performance visible and actionable for business and IT. Seeing applications and digital channels through the lens of their end users allows 7,500 Dynatrace customers to master complexity, gain operational agility and grow revenue by delivering optimized customer experiences.

The Challenge

Rapidly onboard 2,000 employees using a cloud-first approach. Provide single sign-on access for Office 365 and an array of critical software applications across desktop and mobile devices.

When Dynatrace spun off from its parent company in 2014, VP of Global Technology Operations Greg Fabbri and Systems Architect Joe Politi had a golden opportunity to create a new IT framework to support the next-generation of application performance management (APM). The challenge was to get the 2,000 Dynatrace employees onboarded and productive as fast as possible, which prompted Fabbri and Politi to adopt a cloud-first policy using SaaS apps whenever possible.

Before the spinoff that created Dynatrace, the IT team had implemented Office 365 into the parent company's infrastructure using Microsoft AD FS. This time, Politi hoped to avoid the time, expense and ongoing maintenance required to implement and support the high-availability servers required by AD FS. "We knew we didn't want to repeat that same scenario for the Office 365 rollout at Dynatrace," Politi said.

"Significant infrastructure had to be pulled apart, including a lot of legacy software," Fabbri said of the separation from its parent company. "And it had to be done in way that would leave it both scalable and manageable." The team decided to use cloud and SaaS applications where possible to minimize on-site infrastructure and make applications securely available to remote users.

"We don't have enough staff to build servers, implement and maintain firewall changes, perform back-ups and all the other things associated with a big infrastructure," said Fabbri. "It was your typical 'build vs buy' conversation. We don't want to be in the business of managing a single sign-on solution; we want to be in the business of integrating applications."

> "We saw that Centrify would entirely remove the high-availability AD FS server requirements, and that would be a huge improvement over our previous experience with Office 365 from both a deployment and management perspective."
>
> **Joe Politi, Systems Architect, Dynatrace**

The Solution

While evaluating solutions for secure single sign-on and Office 365 federation, Dynatrace found Centrify on Microsoft's list of validated third-party providers for Office 365 as well as in Gartner's Magic Quadrant for Identity as a Service (IDaaS).

By removing the physical IT infrastructure overhead, Fabbri and Politi could focus on migrating users instead of building out a new platform for them. As part of the cloud initiative, Politi evaluated several solutions for secure single sign-on and Office 365 federation, hoping to find one that would also address the future need for enterprise mobility management (EMM).

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Politi found Centrify on the list of Microsoft-validated third-party providers for Office 365, and also prominently positioned in Gartner's Magic Quadrant for Identity as a Service (IDaaS). "Since we'd already had a good experience with Centrify for managing Macs in our previous IT infrastructure, we wanted to evaluate it further and examine the specifications," Politi said.

The speed with which Dynatrace could deploy a SaaS-based solution was important. "A lot of the time required to implement Office 365 in the previous IT infrastructure came from the high-availability server requirements of AD FS," Politi said. "We saw that Centrify would entirely remove those requirements which would be a huge improvement from a deployment and management perspective."

EMM was also a key component of the decision. "We needed a simple, flexible approach that would allow for location-specific device provisioning," Politi said. "And we wanted that window into mobile to deploy apps in the short- to medium-term. That was the impetus behind the pursuit of an EMM solution in the first place —combining it with SSO was a bonus."

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The Results

The migration of 2,000 users to Office 365 using Centrify took just three months. After a subsequent acquisition, new employees were rapidly provisioned and new identities created to make them productive right away.

Supported by a lean but capable IT staff, Dynatrace leveraged Centrify to migrate 2,000 users to Office 365 in just three months. "With Centrify, we had Office 365 deployed in half the time it would have taken using AD FS," said Politi. "Most of that time was spent making sure our configuration was correct. If we had gone with AD FS and deployed servers manually, we would have been concerned about hardware placement, the DMZ setup and other details that would have added significant cost and time that we just didn't have."

Assisted by the Centrify Professional Services team, Dynatrace rolled out SSO access to eight additional apps in the first six months, including Salesforce.com, Samanage, UltiPro and NetSuite. But it was the acquisition of a competitor that most clearly illustrated the value of the Centrify solution. After adding all the newly acquired employees to Active Directory, Politi simply provisioned them, assigned default passwords and then used Centrify's self-service password features to rapidly onboard them.

"The new employees were not domain-joined and not yet even on our network," Politi said. "When each user went to Office 365 they only needed to reset their password in the Centrify portal to become secure users on our system."

Overall, the response from employees has been positive. "Users have a much easier single sign-on access to all the apps they require," Politi said. Dynatrace is currently developing policies that will govern its EMM roll out in the near future. "EMM is going to be crucial for us because every employee is using at least one mobile device," Politi said.

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