

Building trust and reliability with business observability

How CareSource uses Dynatrace to connect business processes, service-level objectives (SLOs), and real-time observability to deliver reliable healthcare services at scale.

The failures that matter most may be invisible to standard monitoring

A prior authorization stalls for hours. An enrollment file gets stuck mid-pipeline.
A vendor handoff silently fails.

Each of these has direct consequences for members, providers, and compliance, and none of them trigger an infrastructure alert.

Most organizations find out when someone calls.

- **Member impact**

Delayed authorization and enrollment failures aren't IT tickets — they block care access for members who have no other resources.

- **Compliance exposure**

Regulators expect documented, consistent process performance. Gaps in SLA visibility with third parties create audit and contractual risk.

- **Operational cost**

Manual triage of process failures — across disconnected tools and teams — consumes engineering capacity that should be spent on higher-value work.

Observability that covers the full process, not just the stack

CareSource is a nonprofit managed care organization serving more than two million members across the U.S. Their SRE and technology operations teams recognized that standard infrastructure monitoring left gaps. Processes could be technically running while silently failing to deliver business outcomes. Dynatrace gave them a way to measure those processes directly, rather than inferring process health from infrastructure signals.

- Instrument the workflows that directly affect members, not just the services underneath them
- Give operations teams process-level context, not just infrastructure alerts
- Create a shared data layer that engineering, operations, and business stakeholders can act on together

WHAT BUSINESS OBSERVABILITY ACTUALLY DOES

Process-level visibility that leadership can act on

CareSource has become a compelling example of how end-to-end business process observability and SLO insights help organizations manage reliability in complex, regulated environments. CareSource uses Dynatrace to instrument control points across critical workflows, such as prior authorizations, member enrollment, and claims processing. At each step, they capture throughput, latency, error rates, and SLA compliance in real time.

The result is a view that answers the questions leadership actually needs answered: Which processes are degrading? Where in the workflow did things stall? Which vendor missed their SLA and by how much?



With Dynatrace Biz Events, CareSource establishes control points for key workflows, enabling real-time performance tracking and proactive issue resolution across the entire business process lifecycle.”

— GARRET BAUER, SR. DIRECTOR TECHNOLOGY OPERATIONS & RELIABILITY ENGINEERING, CARESOURCE

What CareSource's teams can now do that they couldn't before

By instrumenting workflows end-to-end with Business Events, CareSource's operations teams gained visibility into exactly where processes break down and how long they stay broken across the full transaction lifecycle. This enables them to:

- Spot prior authorization backlogs forming in real time and before turnaround SLAs are breached
 - Track enrollment files across every processing stage, with per-step latency and stuck-file counts visible at a glance
 - Present third-party vendors with data-backed SLA evidence, not contested reports
 - Give business stakeholders the same operational picture as engineering without a translation layer
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SIMPLIFICATION THROUGH UNIFICATION

One view across processes, vendors, and teams

The Dynatrace Platform serves as CareSource's observability fabric integrating with ServiceNow to surface process health across applications, APIs, databases, cloud infrastructure, and third parties in a single executive control plane. There's no tool-switching or cross-team correlation meetings after the fact.

- Unified telemetry replaces fragmented dashboards across separate teams and systems
- Third-party SLA performance is tracked with the same rigor as internal services
- Leadership sees the same data operations teams use, removing the translation layer between IT and the business

Key takeaway

A shared operational picture means fewer conversations about what's true, faster decisions, and cleaner accountability across the organization.

Observability as operational infrastructure, not an IT project

- 1. Vendor accountability:** Data-driven SLA reporting replaces disputed spreadsheets, and partners are held to the same real-time standards as internal teams.
- 1. Earlier intervention:** Process degradation surfaces before members feel it, shifting operations from reactive firefighting to managed resolution.
- 3. Informed prioritization:** Leaders can see which workflows are under pressure and direct resources before a backlog becomes a crisis.
- 4. AI and automation ready:** The same Dynatrace Platform observability fabric that surfaces issues today is the foundation for self-healing workflows and agentic AI tomorrow.

CareSource's roadmap (observability → compliance → self-healing → agentic AI) reflects a deliberate progression, with the Dynatrace Platform as the data layer at each stage. The quality and breadth of what's instrumented today determines what's automatable tomorrow.

**Watch the full Perform session to see how
CareSource operationalize business observability
end-to-end.**

[Watch on-demand now](#)

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.

