

Transform noise into action

Achieve faster, smarter incident resolution with Dynatrace and ServiceNow

The world's largest organizations trust Dynatrace and ServiceNow to help them detect and resolve issues before they affect customers. Together, our AI and automation solutions deliver real-time insights at enterprise scale, ensuring reliable systems and better business outcomes.



Streamline IT operations

Automate key tasks to unify data, boost productivity, and reduce human errors.



Reduce costs

Cut operational spend by eliminating redundant work through automation.



Accelerate problem mitigation

Precisely identify root-cause and streamline incident response.



Transform from reactive to proactive

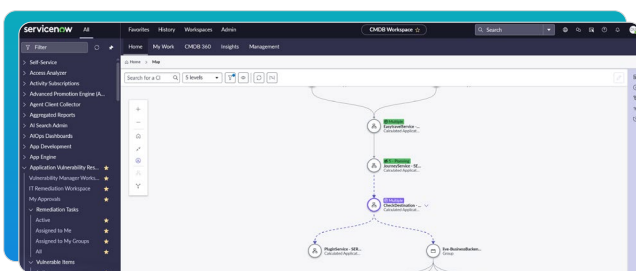
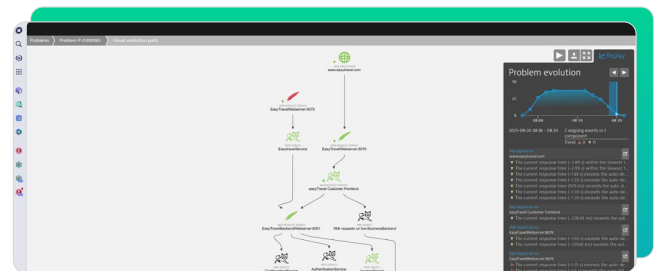
Prevent issues before they affect the business.

"We saw the unique combination of Dynatrace and ServiceNow as invaluable in providing that capability, through more intelligent, simplified, and automated service operations." — Alex Bell, Chief Architect BT [Learn more](#)

By integrating Dynatrace with ServiceNow, enterprises unite real-time observability with intelligent IT service management. Dynatrace enriches ServiceNow incident tickets with context, precise root-cause analysis, real-time topology and dependency mapping, and business impact. With insights from Dynatrace, organizations can confidently resolve issues, prevent future issues, and create a strong foundation for autonomous operations.

Accelerate incident response

- Generate tickets enriched with precise root-cause and business impact for closed-loop remediation.
- Dynatrace insights are accessible directly from the ServiceNow incident and ChatOps.
- Dynatrace Workflows trigger ServiceNow processes and ticket creation.

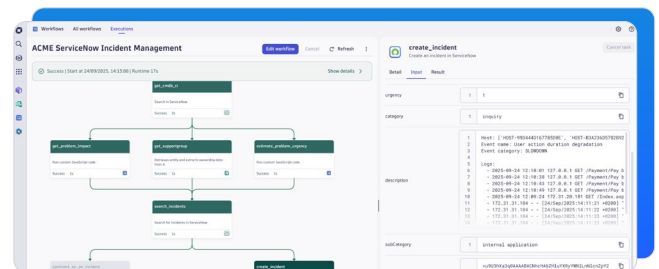


Provide dynamic CMDB enrichment

- Enrich ServiceNow Service Graph and CMDB with Dynatrace Smartscape real-time topology information.
- Gain an accurate and precise understanding of dynamic multicloud environments for incident management.

Enable self-healing workflows

- Automate triage and remediation actions with runbooks for problems detected by Dynatrace.
- Automatically validate remediation progress, close incident tickets, and provide updates via ChatOps.



Drive end-to-end observability

- Connect insights from all observability signals and tie them to business outcomes with Dynatrace.
- Unify processes, data, and teams with ServiceNow Workflows and agentic AI integrations.



Building an agentic future

Dynatrace and ServiceNow share a vision of fully autonomous IT operations, where agents from both platforms collaborate seamlessly to detect, triage, and resolve issues without human intervention.



AI-assisted Access Dynatrace insights using natural language without leaving the ServiceNow interface to improve triage accuracy and prioritization.



AI-led Enhance cross-platform collaboration, allowing agents to directly access insights and data and execute workflows with greater autonomy.



AI-driven Enable a self-healing enterprise by allowing agents to interact autonomously to resolve incidents end to end.

The Dynatrace Difference

Analyze, automate, and innovate faster with the unified observability and security platform built for the AI era.



Contextual Contextually analyze data to understand connections and drive better answers.



AI-powered Predict, prevent, and assist with a unique combination of AIs.



Automated Automate discovery, analysis and key business processes.



Secure Secure data with enterprise-grade privacy and compliance management.



Collaborative Easily break down silos between teams, tools, and data.



Scalable Leverage and drive insights from data of any type from any source at massive scale.

Together, Dynatrace and ServiceNow offer multiple integration points, connecting Dynatrace with ServiceNow ITSM, CMDB, and/or ITOM.

Ready to see how ServiceNow and Dynatrace can future-proof your business? Click [here](#) to learn more.

Certified ServiceNow integrations

Together, Dynatrace and ServiceNow offer six different integration points, connecting Dynatrace with ServiceNow ITSM, CMDB, and/or ITOM.

- [Dynatrace Service Graph Connector](#)
- [Dynatrace Incident Integration](#)
- [Dynatrace Workflows for ServiceNow](#)
- [Dynatrace Service Observability Connector](#)
- [Dynatrace Event Management Connector](#)
- [Dynatrace Analysis AI Agent Connector](#)

Industry-leading observability and AIOps

- Dynatrace named a Leader in the [2025 Gartner® Magic Quadrant™ for Observability Platforms](#) report
- Dynatrace ranked #1 in 4 of 6 Use Cases in the [2025 Gartner® Critical Capabilities for Observability Platforms](#) report
- Dynatrace named a Leader in [The Forrester Wave™: AIOps Platforms, Q2 2025](#)

Dynatrace (NYSE: DT) exists to make the world's software work perfectly. Our unified platform combines broad and deep observability and continuous runtime application security with the most advanced AIOps to provide answers and intelligent automation from data at enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences. That's why the world's largest organizations trust Dynatrace® to accelerate digital transformation.

Curious to see how you can simplify your cloud and maximize the impact of your digital teams? Let us show you. Sign up for a [free 15-day Dynatrace trial](#).