

Turning AI complexity into reliable, scalable operations

Findings from 919 global leaders on scaling reliability, automation, and trust in the AI era

AI is now part of the production stack. LLM services, copilots, and agentic systems run alongside revenue-critical applications, and they bring new behaviors with them: outputs that vary, models that drift quietly, and costs that move with usage.

Organizations now have the technical foundation to operationalize AI at scale, but many still lack the visibility, governance, and control needed to manage business risk and maximize value.

New research from 919 global leaders shows where the gaps are and how the most advanced teams are closing them.

Key insights

1. TRUST IS BECOMING THE BIGGEST BARRIER TO AI SCALE

67% of SREs rank monitoring AI models as their top use case, signaling that organizations are focused on improving trust, accuracy, and governance before expanding agentic AI for autonomous operations. Teams are deliberately securing accuracy and trust before handing more decisions to automation.

2. MANY ORGANIZATIONS ARE STILL STRUGGLING TO CAPTURE AI ROI

While AI is delivering reliability and developer productivity, expected cost savings have been slower to materialize. Only 45% see lower operating costs while 55% expected them, highlighting the growing need for greater visibility into performance, usage, and business impact.

3. FRAGMENTED VISIBILITY IS LIMITING BUSINESS VALUE

49% of teams say too many data sources are undermining their SLOs. Telemetry sprawl compounded by probabilistic AI output dilutes the value of what teams already collect. As AI environments become more complex, leaders need a unified view of systems, data, and dependencies to make faster decisions and reduce risk.

4. GOVERNANCE IS BECOMING A COMPETITIVE ADVANTAGE

Around 70% of SRE and platform teams embed security into their platforms as code. As AI adoption grows, strong governance frameworks are becoming essential for scaling innovation while maintaining accountability and reducing business risk.

What this means for leaders

Across industries, the most mature teams are putting visibility and human oversight in place before they expand automation: a patience that demonstrates discipline and calculation. Leaders are no longer asking, “How much can we automate?” but “How much of that automation can we trust?”

The most successful organizations are strengthening visibility, governance, and accountability before expanding automation. By building a foundation of trusted operational intelligence, leaders can accelerate innovation while reducing risk and improving confidence in decision making powered by AI.

Visibility becomes a business requirement

Dynatrace sees observability evolving from an operational tool into the control plane for AI-era operations: a single, shared source of causal context connecting SRE, platform engineering, security, and compliance.

When every service and every AI-powered action is grounded in trusted, real-time intelligence, organizations can scale automation with greater confidence, improve resilience, strengthen governance, and accelerate innovation while maintaining control.

What was once an operational capability is becoming a business requirement for managing AI complexity and risk at scale.

Leaders already see it that way: two in three SREs and platform engineers rank AI/ML capabilities as the most important quality in an observability platform.

Explore the findings

The State of SRE and Platform Engineering 2026, with complete data and regional breakdowns.

[Read the full report](#)

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.

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