

Leeds Building Society strengthens financial services with Dynatrace

Unified enterprise monitoring strategy improves reliability and stability



Industry

Financial services

Challenge

Siloed monitoring strategy failed to provide enough context around the cause of problems, making it difficult for teams to quickly solve or prevent service issues.

Results

- Improved reliability to deliver financial services customers can depend on
- Reduced MTTR by ~5 hours with real-time root cause analysis
- Optimized financial services experiences with AI-powered insights into user journeys
- Precise answers reveal the impact of performance on user adoption, enabling closer collaboration to improve business outcomes

Leeds Building Society is a leading UK provider of savings accounts and mortgages. Operating as a mutual, the building society exists exclusively to serve the interests of its members. Therefore, it needs to provide stable and reliable access to the services customers rely on to invest in their future.

The building society's previous strategy for monitoring its IT environment was no longer fit for purpose, overly manual and with multiple tools failing to provide its operations team with clear insight into the cause of service issues, making it difficult to resolve problems before customers were impacted.

Leeds Building Society needed a modern observability solution that supported a unified monitoring strategy across its multigenerational stack, spanning purpose-built data centres, third-party services and cloud applications.

It selected Dynatrace, as Mark O'Brien, Senior Service Delivery & Operations Manager at Leeds Building Society explains: "We ruled one solution out instantly as the configuration was too high. We needed information on a plate, not to have to grow the vegetables and go to the kitchen to prepare the meal ourselves. Dynatrace gave us value immediately."

Uncovering the facts

With AIOps-powered insights from Dynatrace, the building society's service operations teams benefit from precise answers about the source and cause of any issues before they interrupt services and can even see the exact number of users affected. "That allows us to make more informed decisions about how we manage service issues," adds O'Brien.



Faster resolutions

These capabilities proved their value during a new change deployment, when Dynatrace quickly detected an issue and pointed to the root cause. "Before, it would have taken days to identify the root cause and roll back, frustrating small groups of our colleagues during that period. We shrank that down to an hour with Dynatrace," explains O'Brien.

Dynatrace has also helped Leeds Building Society reduce the number of incidents impacting customer and colleague experiences by identifying problems as they emerge. When problems do occur, MTTR has been reduced by as much as five hours in some cases.

IT and business collaboration

With Dynatrace, the operations team can monitor the performance of a new product or service and identify how that impacts uptake. "Dynatrace shows a clear line between digital systems performance and business outcomes, enabling IT to start working more collaboratively with other teams," says O'Brien.

A transformative approach

Dynatrace has transformed the role of the service operations team, enabling it to focus on more strategic work that drives greater value for the business. "They've gone from moving desktop PCs around in branches and head office, to being the eyes and ears monitoring the health of our services with an advanced observability platform," O'Brien explains.

The building society's colleagues and customers now benefit from improved quality of service, as O'Brien concludes: "Our teams can innovate in the spaces we want to, by working faster and managing our services effectively in a fast-paced environment. Dynatrace helps us make informed decisions on where we invest in change to drive an improved experience."

About Dynatrace

Dynatrace (NYSE: DT) exists to make the world's software work perfectly. Our unified software intelligence 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 is why the world's largest organizations trust the Dynatrace® platform to accelerate digital transformation.

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