OP Pohjola
Observability and Automation

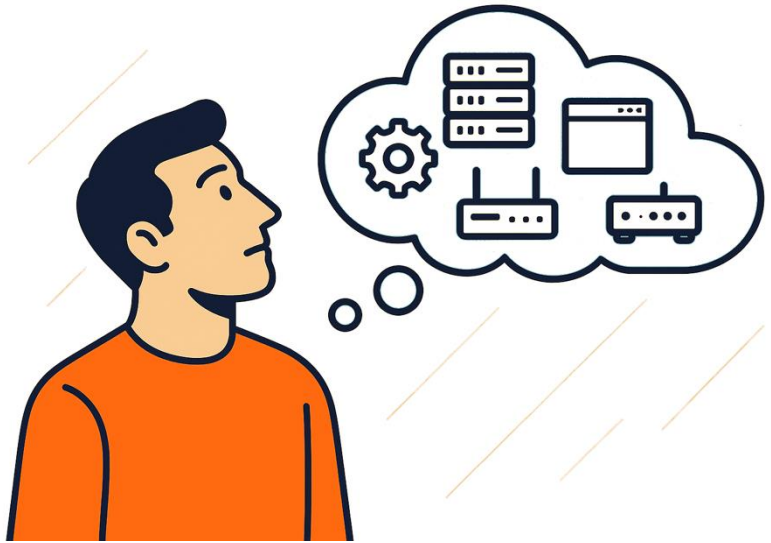
Past, Present and Future

Compliance Disclaimer

- OP Pohjola is the largest cooperative bank in Finland
- Information presented should not be considered official statements by OP Pohjola
- Official information from proper channels supersedes information mentioned in these slides
- Content of this presentation does not represent official policy, but technical insights, experiences and personal opinions

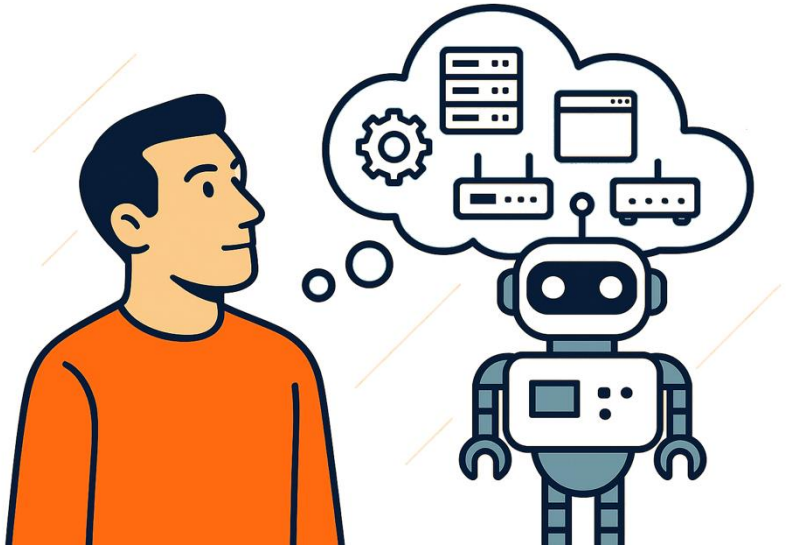
World Before Observability

- Monitoring only collects metrics
- Manual correlation of metrics
- Semi-manual log analytics
- Limited automation



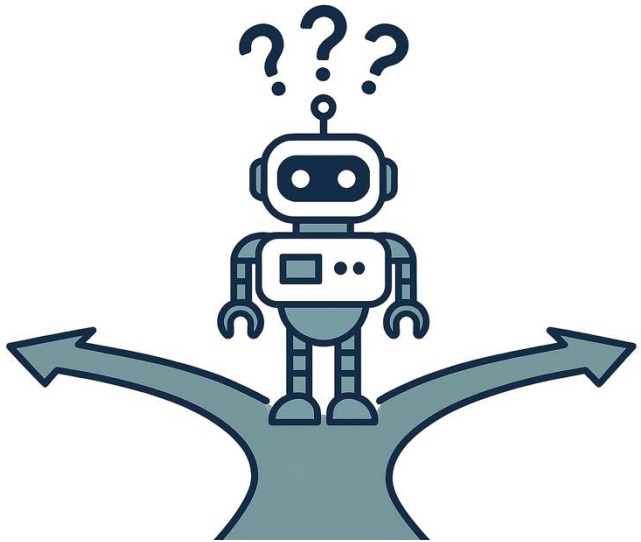
Initial Dynatrace Adoption (AppMon)

- Team-sized testing in non-prod
- Discovery of issues in test env.
- Traces are a feature you can count on
- Dashboards and better UX
- Easily manageable instrumentation / auto instrumentation
- Learning about observability (not just monitoring – understanding and reacting to events in context)



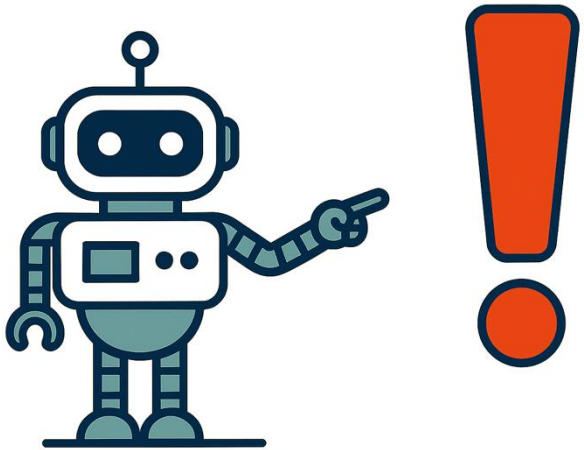
Early DevOps Integration Experience

- Trainings and initial interest
- Tried implementing quality gateways
- Gave up due to multi-faceted nature of our build pipeline



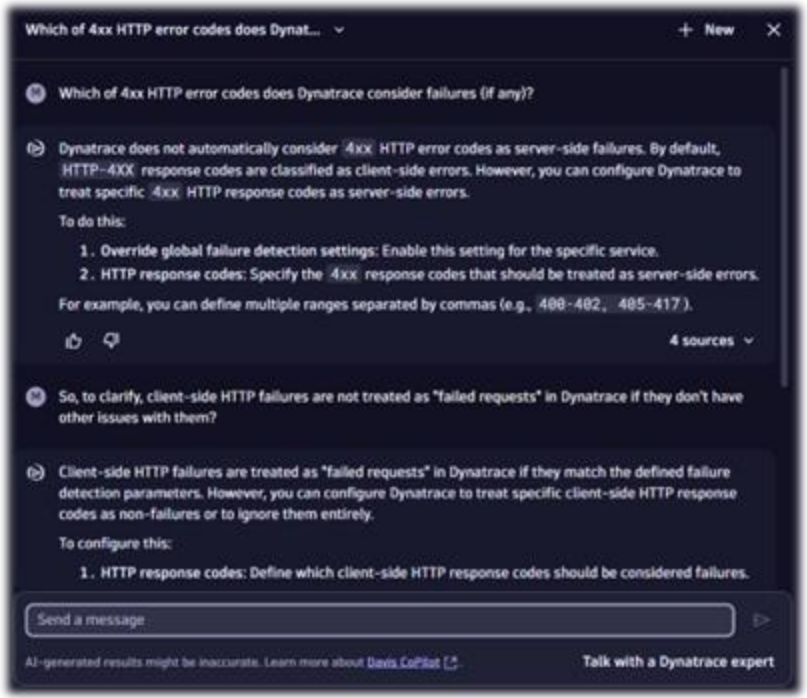
Davis AI in Production Monitoring

- Better reaction times
- Problems and baselines
- Continuous improvement



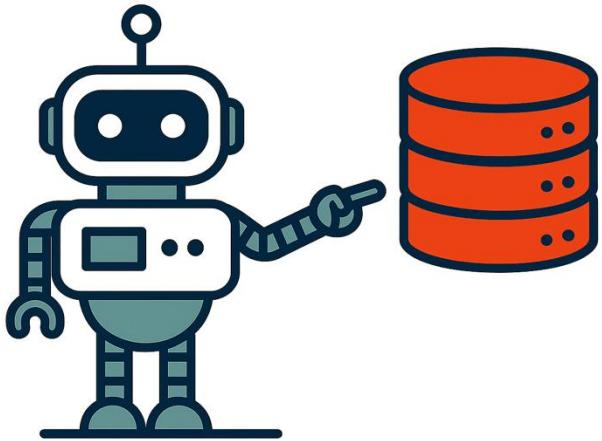
Davis AI CoPilot

- Onboarding new users
- Explaining documentation
- Generating DQL



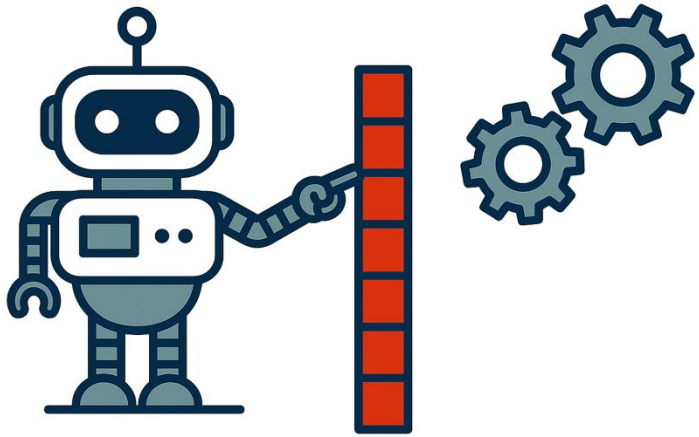
Grail and DQL

- Grail Data Lakehouse
- DQL in Notebooks and Dashboards
- Querying spans
- Custom request tags



Workflows and EdgeConnect

- Automate around Dynatrace events and data
- Process data and send notifications
- Execute actions in Kubernetes environments with EdgeConnect

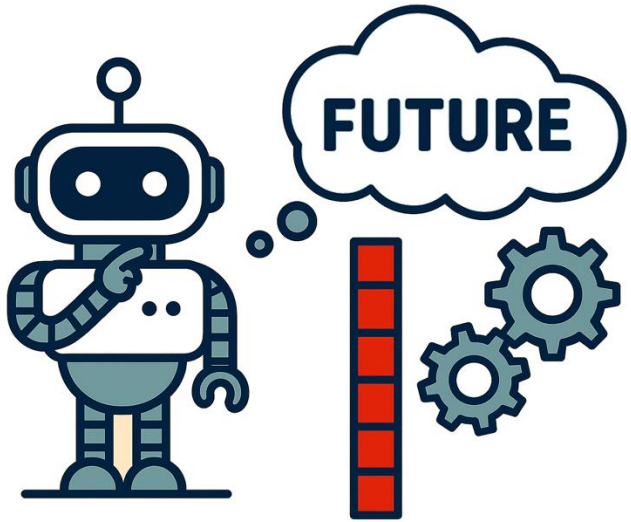


AI Adoption – Policy and Feeling

- Customer first
- Legislative norms define what we can do with AI (f.ex. GDPR and others)
- Focus on measurable results and tangible ROI
- Innovation is for everyone and by everyone
- No AI for AI's sake

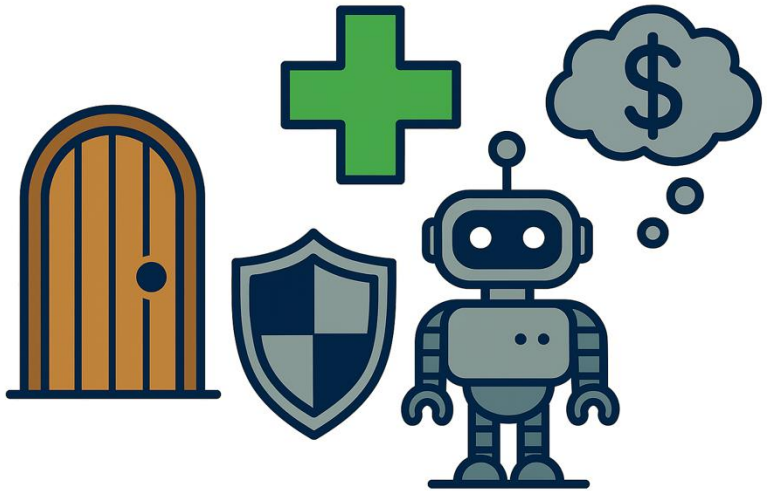
Future: Predictive Analytics

- Davis Predictive
- Predictive Dashboards
- Predictive Alerts
- Predictive Workflows



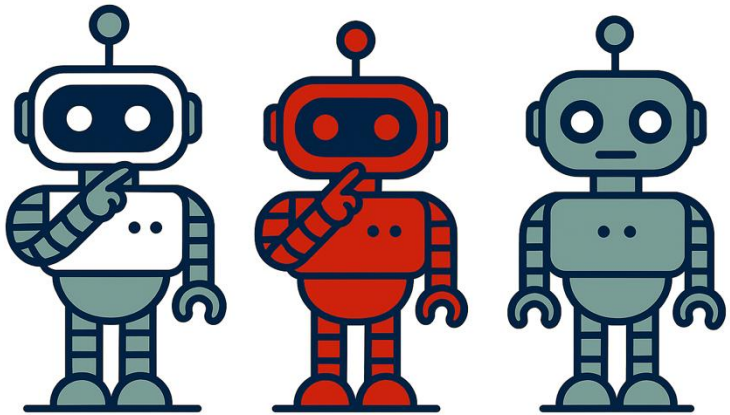
Future: Autonomous Operations

- Quality Gateways
- Automated Security
- Self-Healing Systems (Remediation)
- Automated Incident Response
- Human in the loop? (who is the decision maker)
- FinOps in Cloud



Future: Innovation & Emerging Technologies

- Managing technology debt with AI
- Agentic Workflows: integrating Dynatrace with ServiceNow and other systems with MCP
- Knowledge Management



Q & A