

— CASE IN POINT | DATADOG

From Firefighting to Flight Readiness: RapDev Transforms Airline Reliability with Datadog

How RapDev enabled a global airline to implement observability across environments, resulting in 3-day MTTR cut to 3 hours, \$1.8M saved, and 2x adoption

Enhancing reliability, resilience, & customer trust through on-time performance (OTP)

Challenge & Technical Solution	Business Impact	
Outdated, siloed tools caused inefficiency, revenue loss, & reactive management	3hrs	MTTR reduced from 3 days; major incidents resolved <20 minutes
Legacy ops lacked resilience; Added AI analytics & real-time monitoring to prevent downtime	400k+	minutes saved; record on-time performance & 2x more early departures YoY
Outages costing millions hourly; Led accelerated Dynatrace to Datadog migration	30	day migration from Dynatrace to Datadog
Consolidated monitoring; unified APM, RUM, Logs, & SDS for proactive insights	\$1.8M	annual savings from optimized log retention & tool consolidation
Skills gaps slowed adoption; Delivered enablement to accelerate ramp-up	125+	AWS apps onboarded in Datadog, boosting visibility & adoption

"We needed a rapid rollout, and RapDev was fantastic from the start—quickly understanding our business processes, how we operate, and helping us deploy rapidly across the entire IT estate."

— Head of Platform Architecture, Global Airline

