EVIDEN

The world has changed

Master your digital performance
to deliver exceptional digital
experiences at scale.

Digital performance directly affects business outcomes, – revenue, brand image, and innovation

Digital performance is not just an IT issue, it's a business issue. Applications that are not performing optimally reduce customer retention, revenue, and brand image. It also decreases employee productivity and impacts the speed of innovation by hijacking the release management cycle.

Digital transformation is accelerating faster than ever, every business is now powered by software. The rapid digital innovation forces companies in your industries to embrace digitalization of business operations to stay competitive. Key to today's business success is managing the rising user expectations and increased complexity while remaining visibility and control.

How does your digital environment meet the increased user expectations?

With digital as the new normal, we see possibilities. We see differently. Eviden has redefined how to observe the digital reality through visionary services that encapsulate the full technology stack of digital engagements; applications, infrastructures, dependencies, and inter-connectedness all managed using the best of breed market leading Observability platforms.

Observing microservice architectures and cloud-native applications requires an intelligent solution that gives you answers, not just data. The traditional monitoring approach doesn't work anymore in today's hyper-dynamic, highly distributed environments. On the other hand, while the do-it-yourselves opensource Observability do give insights, it still leaves huge blind spots and requires a tremendous amount of human effort to set up, instrument and manage. A new way is required, end-to-end Observability is mandatory!

Our solution - Digital Performance Management

Digital Performance Management helps your organization drive efficiency through maximizing the performance of business-critical applications. We provide a smarter way, with an integrated landscape solution, driven by automation and artificial intelligence. Our solution covers the whole application delivery chain from traditional hosting, private and public clouds and across hybrid landscapes. Digital Performance Management is a modular approach to suit the business needs and provide end-to-end visibility into application performance and security from the end-user perspective.

> Gartner predicts that by 2025, 70% of digital business initiatives will require I&O leaders to report on business metrics from digital experience, up from less than 15% today.

Observing critical application performance

Track performance across the entire application delivery chain from traditional hosting, private and public clouds and across hybrid landscapes.

Understand performance and user actions

Understand application performance from an end-user's perspective, with insight into every user transaction down to the line of code.

Control & manage performance & security

Highlight and manage performance & security with extensive diagnostic capabilities and reporting.

A platform for digital business

Digital Performance Management is an essential Observability fabric underpinning all business applications, providing real-time business information about applications, infrastructure, and users that is actionable by the key stakeholders throughout the organization.

Digital Performance Management

Observe — **Analyse** — **Action**

Go beyond dashboards and get proactive answers	Automate and regain time	Monitor everything and auto-adapt to changes in real time	Empower your organization	See it from the perspective of users and business
AI-assistance	Continuous automation	Intelligent Observability	Cross team collaboration	User experience and business analytics

Optimize customer experience

Insights into user experience and user behaviour by measuring experience across all channels. Consumer behaviour analysis provides insights into the conversion process while allows you to detect where poor performance impacts business outcomes.

- Increased revenue
- Increased engagement
- Enhanced brand image

Accelerate application development

Increased visibility enables code level performance insights which helps to efficiently design codes and reduce unplanned patches. DPM enables to release new capabilities more frequently, auto validated against SLO's with less failure resulting in overall quality increase of application released.

- Reduced troubleshooting
- Reduce time to deploy
- Reduced technical debt
- Reduce defects in production
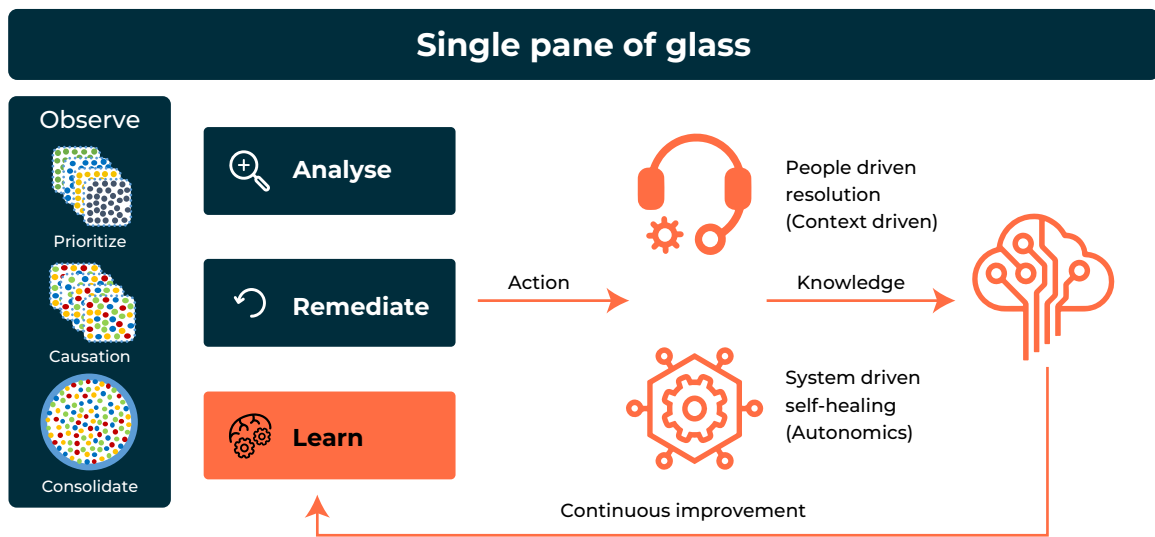
Modernize IT operations

Improve mean time to recovery by rapid triage and automated root cause analysis and auto remediation. Digital Performance Management enables user satisfaction and performance related SLAs which will optimize operational spend by resolving the core issue instead of unnecessary expansions.

- Reduced cost & complexity
- Increased availability
- Improved time to fix
- Improve overall performance

The Eviden DPM Service – Where does Digital Performance Management help?

The Digital Performance Management service provides full stack end-to-end visibility into user experience, application complexity, and infrastructure dependencies while capturing every transaction across the complex landscape from all locations, all the time.
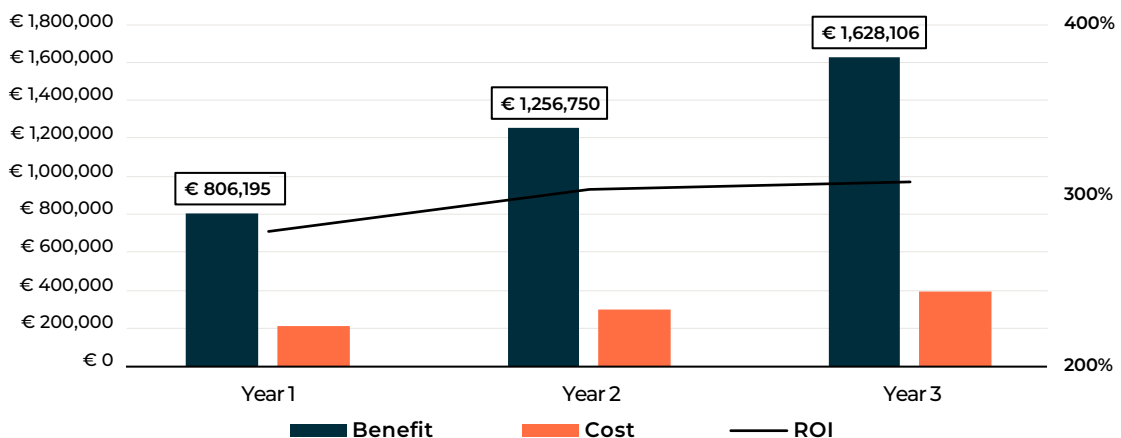
To enable you to run the IT of tomorrow
Optimize today, laying the foundations for tomorrow

Single pane of glass

Observe

Prioritize

Causation

Consolidate

Analyse

Remediate → Action → People driven resolution (Context driven)

→ Knowledge →

Learn

System driven self-healing (Autonomics)

Continuous improvement

Proof Points

| Improve productivity **400x** growth | Reduction of SLA breaches **16% to 0.2%** | Better online performance - webvitals **150+** improved | Reduced cloud costs by **60%** |

Benefit vs. Cost

€ 806,195
€ 1,256,750
€ 1,628,106

Year 1 — Year 2 — Year 3

■ Benefit ■ Cost — ROI

Y-axis (left): € 0, € 200,000, € 400,000, € 600,000, € 800,000, € 1,000,000, € 1,200,000, € 1,400,000, € 1,600,000, € 1,800,000
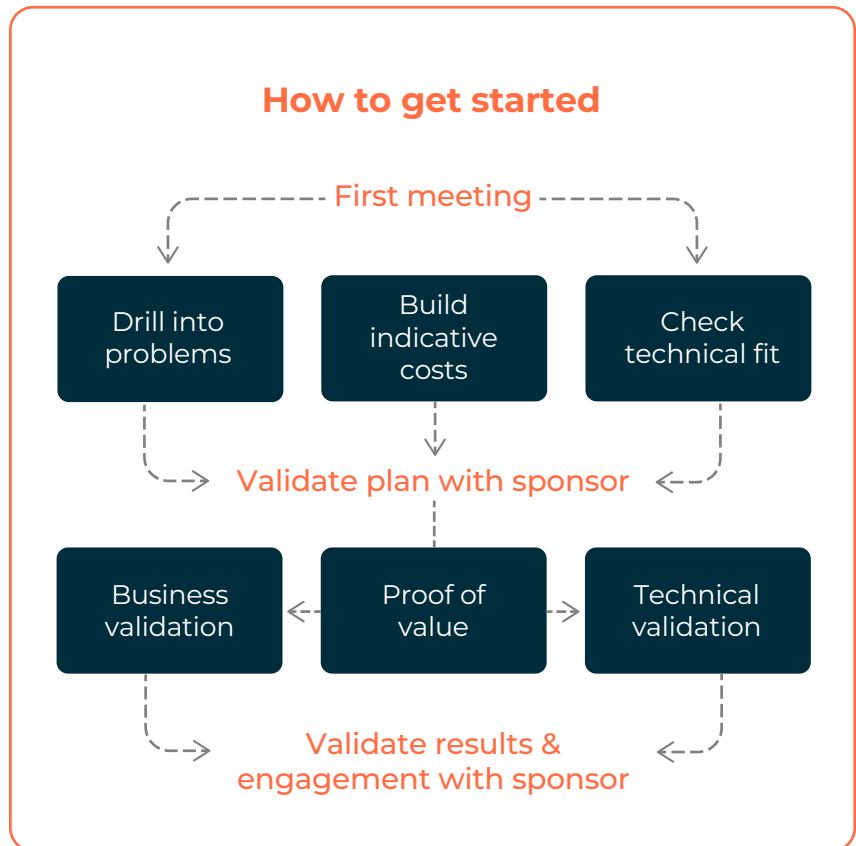
Y-axis (right): 200%, 300%, 400%

Why Eviden

Working together to transform your business for tomorrow. Benefit from our global expertise, trusted ecosystem and proven innovative technologies and platforms. Eviden has a proven standard methodology and approach to transformation and migration projects. Digital Performance Management serves enterprises across many countries and various industries by leveraging best of breed market leading Full stack Observability solutions.

- Longstanding partnerships
- Certified professionals
- Customer satisfaction
- Our experience

How to get started

First meeting

| Drill into problems | Build indicative costs | Check technical fit |

Validate plan with sponsor

| Business validation | Proof of value | Technical validation |

Validate results & engagement with sponsor

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" The journey we have undertaken working with Eviden has allowed us to truly deliver the gold standard of e-commerce platform that we promise our clients. **The Dynatrace and ServiceNow integration is now the core of our service management operations.** Its precise answers allow our teams to quickly identify issues and work together on solutions. We're excited to start rolling out this transformative approach to service management to other business units, so we can reap the benefits of automation across our entire company. "

- VP of Observability & Automation

" We improved the online experience and we're able to **detect and resolve application (Performance and security) issues** in the IT-chain quicker than before. As Dynatrace gives us an end-to-end view of our business applications we can deliver better application performance for employees and Univé members 24/7 while improving collaboration between teams. "

- Daniel Mihl, Senior Business Information Analyst

Connect with us

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