EVIDEN
an atos business

dynatrace
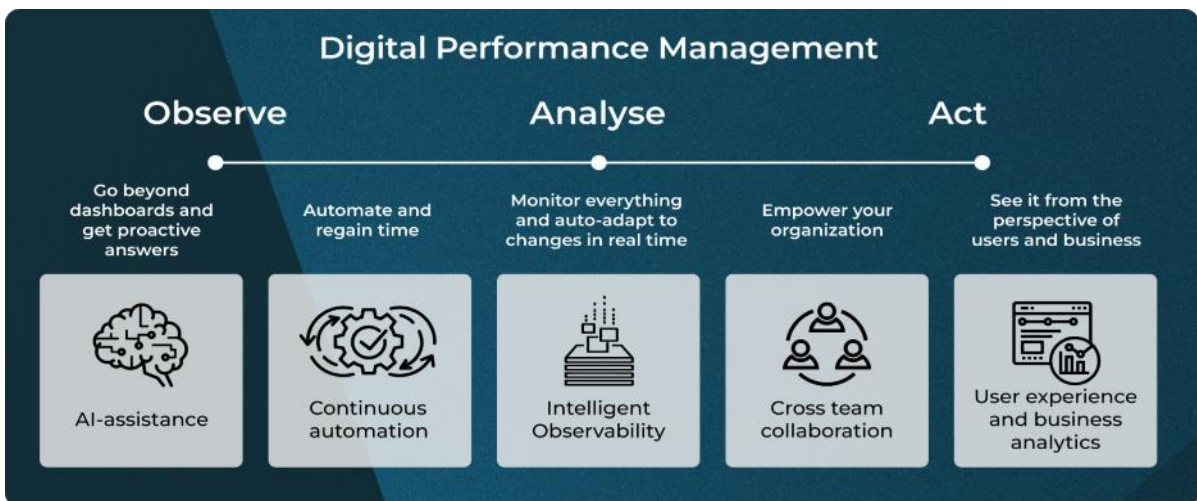
servicenow.

End-to-End Observability

As digital transformation speeds up, every company, no matter the industry, needs to move towards digital operations to stay competitive. Balancing growing customer expectations and business complexity with clear control and visibility is essential to succeed today.

But how does your digital environment meet these growing customer expectations?

We see the digital landscape not as a challenge, but as an opportunity. We have come up with a new way to under-stand digital, offering unique services that cover all aspects of your digital operations, from applications and infrastructures to dependencies and interconnected systems. We do all this through the best Observability platforms available today, with Dynatrace being our selected platform of choice.

Observe – Analyse – Act

At Eviden, we offer a comprehensive end-to-end observability practice, called Digital Performance Management, to empower businesses with deep insights into their systems and applications. Our approach revolves around the core principles of "Observe – Analyse - Act," enabling organizations to proactively monitor, diagnose, and optimize their entire technology stack.

Digital Performance Management

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

Observe

Real-time Monitoring: Gain visibility into systems, apps, and infrastructure for proactive anomaly detection.

Full-Stack Observability: Monitor every layer of the tech stack, including apps, databases, networks, and cloud services.

Metrics, Logs, and Traces: Analyse performance metrics, logs, and traces for a comprehensive system understanding.

Intelligent Alerting: Configure custom threshold-based alerts and anomaly detection for prompt incident response.

User Experience Monitoring: Track user experience metrics to identify bottlenecks and enhance digital experiences.

Analyse

Root Cause Identification: Swiftly identify performance issues & failures using advanced analytics and machine learning.

Data Correlation: Establish connections and uncover insights by correlating metrics, logs, and traces for faster troubleshooting.

Predictive Analytics: Anticipate issues, optimize resources, and enhance system performance with predictive analytics.

Data Visualization: Present complex data intuitively through dashboards and charts for easy understanding.

Historical Analysis: Access historical data for trend analysis, capacity planning, and data-driven decision-making.

Act

Automated Remediation: Address common issues through automated actions, reducing inter-vention & minimizing downtime.

Continuous Optimization: Optimize system performance based on real-time insights for proactive allocation.

Collaboration & DevOps Integration: Foster seamless collaboration between teams, integrating observability into DevOps.
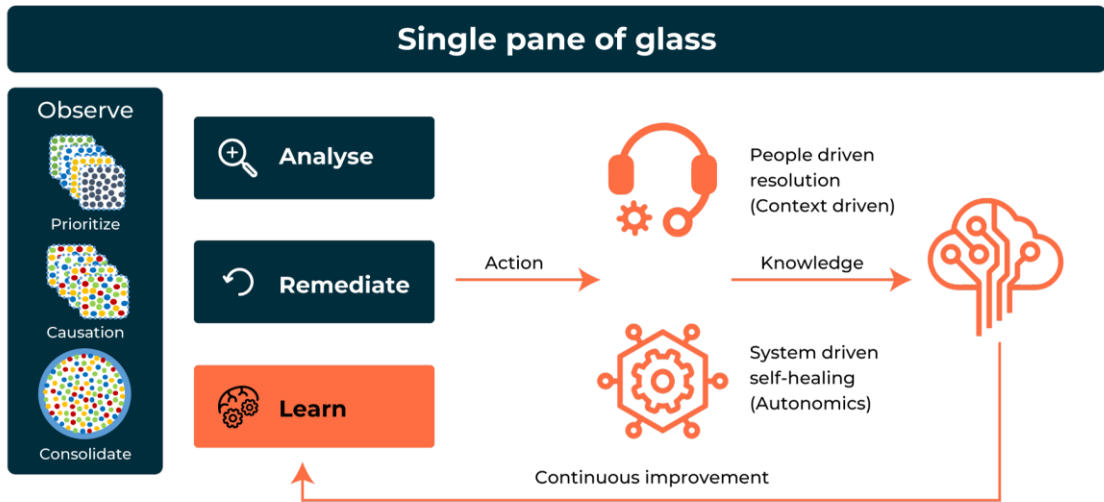
Agile Problem Resolution: Swiftly respond to incidents with actionable insights, streamlining troubleshooting and reducing mean time to resolution.

Continuous Improvement: Utilize observability data to drive ongoing improvement, enhancing appli-cation reliability & user satisfaction.

EVIDEN
an atos business

dynatrace   servicenow.

Eviden empowers your organization with Digital Performance Management based on Dynatrace, the industry-leading Observability platform. Our "Observe, Analyse, Act" principles offer proactive monitoring, intelligent alerting, and automated remediation, enhancing visibility and performance across your technology stack. Improve productivity, reduce costs, and minimize SLA breaches with Eviden's solution for the IT of tomorrow.
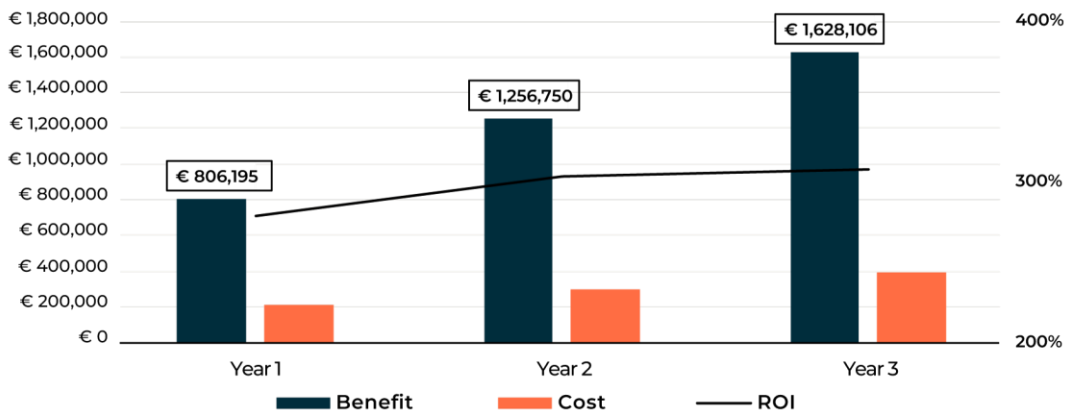
To enable you to run the IT of tomorrow
Optimize today, laying the foundations for tomorrow

Single pane of glass

Observe
- Prioritize
- Causation
- Consolidate

Analyse

Remediate

Learn

Action

Knowledge

People driven resolution (Context driven)

System driven self-healing (Autonomics)

Continuous improvement

Proof Points

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

Benefit vs. Cost

	Year 1	Year 2	Year 3
Benefit	€ 806,195	€ 1,256,750	€ 1,628,106

Legend: ■ Benefit ■ Cost — ROI

Y-axis left: € 0 to € 1,800,000
Y-axis right: 200% to 400%

EVIDEN
an atos business

dynatrace   servicenow.

Eviden's end-to-end observability practice empowers businesses with the ability to "Observe, Analyse, and take Action" effectively. By leveraging cutting-edge technologies and industry best practices, we enable organizations to achieve superior system performance, operational efficiency, and user satisfaction.

Contact details: observability-solutions@eviden.com

About Eviden

Eviden designs the scope composed of Atos' digital, cloud, big data and security business lines. It will be a global leader in data-driven, trusted and sustainable digital transformation. As a next generation digital business with worldwide leading positions in digital, cloud, data, advanced computing and security, it brings deep expertise for all industries in more than 53 countries. By uniting unique high-end technologies across the full digital continuum with 57,000 world-class talents, Eviden expands the possibilities of technologies for enterprises and public authorities, helping them to build their digital future. Eviden is an Atos Group business with an annual revenue of c. € 5 billion.

About Dynatrace

Dynatrace (NYSE: DT) exists to make the world's software work perfectly. Dynatrace's 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 an 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 the Dynatrace® platform to accelerate digital transformation.

About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit: www.servicenow.com.

ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries.