

Driving Success: Eviden's Dynatrace partnership accelerates efficiency and savings in cloud-native platform operations.

Unlocking Full Stack Observability

600+

Incidents Prevented
Monthly

77%

Faster Resolutions

60%

Cost reduction on
Log Analytics



Industry

Automotive manufacturing

Challenge



Amidst rapid growth and dynamic data demands, Eviden sought to enhance its cloud-native platform's visibility, optimizing performance and cost-effectiveness to deliver unparalleled service excellence.

Solution



 dynatrace

Results



- **Faster Incident Resolution:** Significant reduction of resolution time, ensuring minimal disruptions.
- **Optimized Costs:** Achieved a strong reduction in log monitoring expenses.
- **Incident Prevention:** From reactive to proactive operations preventing over 600 incidents monthly, enhancing reliability.
- **Improved User Experience:** Critical user scenario's load 20% faster than SLA target.
- **Cost-Efficient Growth:** Enabled seamless onboarding of 50,000 additional trucks, ensuring continued efficiency and performance excellence.

Eviden, a global leader in digital transformation and cloud migration, is successfully delivering a cutting-edge connected vehicles platform for one of Europe's leading commercial vehicle manufacturers. The platform is used to manage a fleet of more than 100,000 trucks, enabling owners to monitor them in real-time, access metrics on vehicle health and fuel consumption, and communicate with drivers. The platform operates on a pay-per-truck commercial model, processing 25 terabytes of data that is continuously refreshed. As the number of trucks and volume of data increased, Eviden sought to enhance operational efficiency and cost-effectiveness while maintaining service excellence.



Enhancing Operations

Traditional monitoring tools do not provide the required functionality to gain insights into its cloud native application platform, powered by an IaaS, PaaS and SaaS based architecture including Kubernetes in Azure. While traditional tools serve purpose on the IaaS, they fell short in end-to-end visibility across the dynamic environment. This posed challenges in swiftly pinpointing the root causes of any issues. Recognizing the importance of meeting SLAs without escalating cloud resource consumption, Eviden embarked on enhancing its monitoring capabilities to harden his application, optimize service efficiency, availability, performance and optimize costs.

Instant and precise answers

Recognizing the limitations of traditional monitoring tools in providing comprehensive visibility across its dynamic cloud-native architecture, Eviden proactively embarked on enhancing its monitoring capabilities. Leveraging its strategic partnership with Dynatrace, Eviden adopted a unified observability and security platform, enabling real-time visibility into platform performance without manual intervention. With Dynatrace's advanced AI capabilities, Eviden achieved a remarkable 77% reduction in incident resolution time, ensuring swift responses to emerging issues.

Proactive optimization

Furthermore, Eviden capitalized on Dynatrace's proactive optimization features to prevent over 600 incidents monthly and fortify platform security by identifying vulnerabilities in real-time. Notably, Dynatrace's rapid time-to-value resulted in significant cost savings, allowing Eviden to reinvest in platform enhancement while maintaining optimal performance. As a result, critical user interfaces now load 20% faster than SLA targets, and Eviden achieved a remarkable 60% reduction in log monitoring costs.

Enabling growth

With Dynatrace's support, Eviden not only optimized its current operations but also paved the way for future growth. The platform's scalability facilitated seamless onboarding of 50,000 additional trucks in the next 12 months, ensuring continued efficiency and performance excellence in a rapidly evolving landscape.



Before Dynatrace we were walking a tightrope, balancing the performance of our platform with the costs of delivering it. Now, we get the precise root cause of issues instantly, so we can resolve them quickly and effectively, without over-resourcing. We're also unlocking efficiencies that help us to reduce our Azure consumption, so our customer can grow the number of trucks they manage on the platform without increasing our delivery costs.

"Dynatrace has been the key to our success in this account, enabling us to drive rapid and sustainable growth while maximizing the value we create for the customer."

**Alphons Stetter,
Global Client Delivery Executive, Eviden**



EVIDEN

About Eviden¹

[Eviden](#) is a next-gen technology leader in data-driven, trusted and sustainable digital transformation with a strong portfolio of patented technologies. With worldwide leading positions in advanced computing, security, AI, cloud and digital platforms, it provides deep expertise for all industries in more than 47 countries. Bringing together 47,000 world-class talents, Eviden expands the possibilities of data and technology across the digital continuum, now and for generations to come. Eviden is an Atos Group company with an annual revenue of c. € 5 billion.

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About Atos

Atos is a global leader in digital transformation with c. 95,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 69 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea) and listed on Euronext Paris.

The [purpose of Atos](#) is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

To know more: Observability-solutions@eviden.com

About Dynatrace

Dynatrace exists to make software work perfectly. The platform unifies full-stack observability, business, and security data with continually updated topological and dependency mapping to retain data context. It then combines this with continuous runtime application security, AIOps, and automation to provide answers and intelligent automation from data. This enables innovators to modernize and automate cloud operations at scale, deliver software faster and more securely, and ensure flawless digital experiences.

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