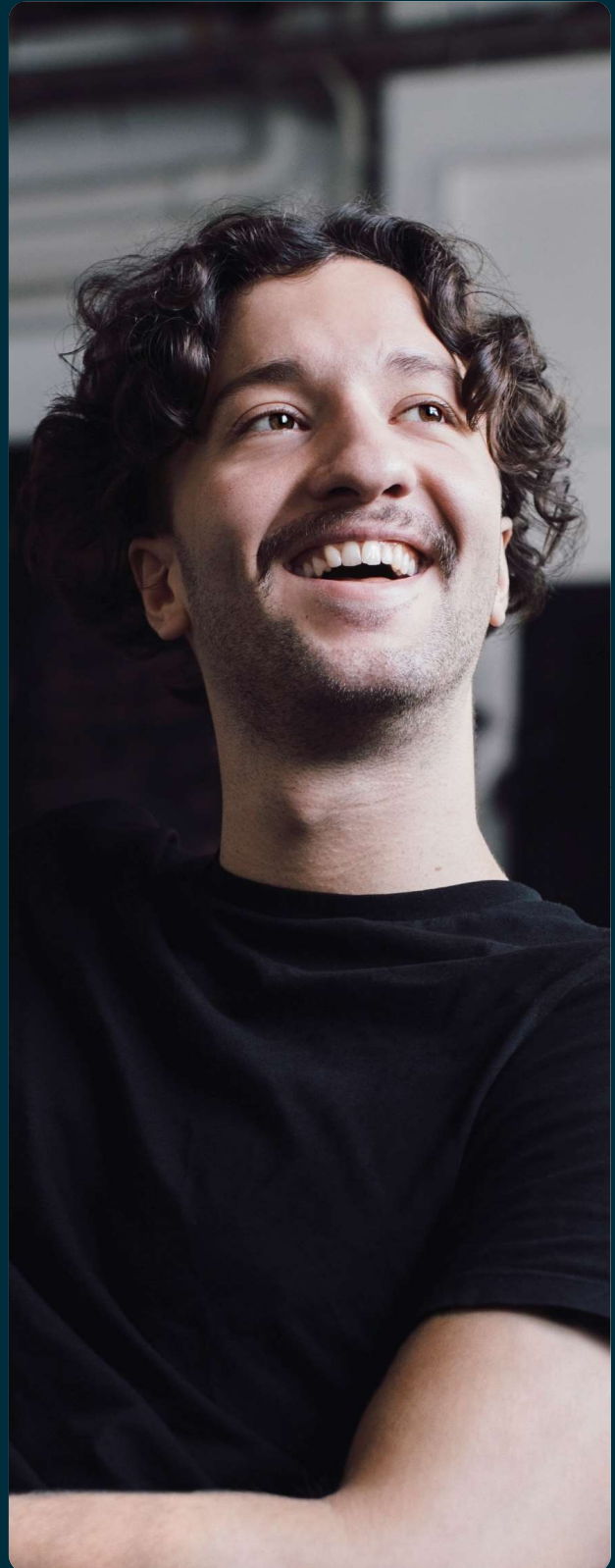




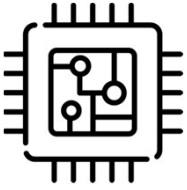
Leading ecommerce platform provider transforms service and operations management with **Dynatrace** and **ServiceNow**

Dynatrace AI-assisted root cause analysis integrated with ServiceNow increased service availability to 99.95% whilst reducing breached SLAs by 80%



Industry

Technology



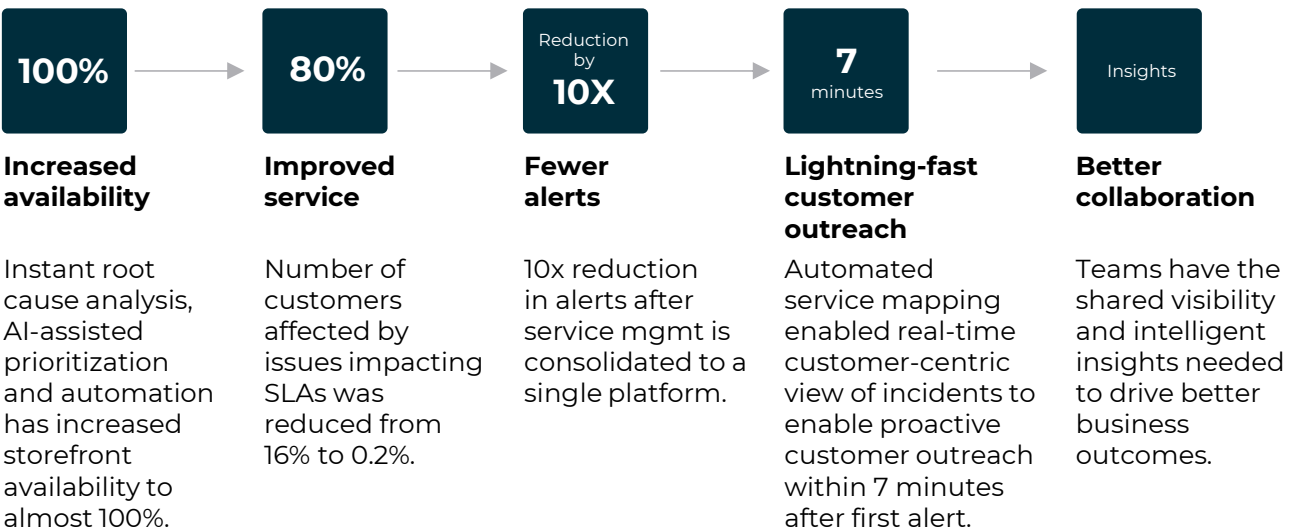
Challenge

The organization had a siloed approach to service mgmt which led to duplicated effort which made it challenging to really understand which customers were experiencing specific issues. In turn, this affected the ability to prioritize resolution, impacting customer satisfaction.

Solution

Integration of Dynatrace and ServiceNow and leveraging the expertise of Eviden's ServiceNow Practice. Better, Together.

Results



The journey we have undertaken working with Eviden has allowed us to truly deliver the gold standard of ecommerce platform that we promise our clients. The Dynatrace and ServiceNow integration is now the core of our service mgmt. 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.

**Vice President,
Observability & Automation**



This leading enterprise ecommerce platform promises ~ 3,500 businesses online storefronts an availability of 99.95%. To deliver this high standard of service to its rapidly growing customer base, the provider migrated its platform to a more scalable cloud-native architecture. To reduce costs and accelerate time to incident resolution in this dynamic and complex environment, it needed to modernize service management. The company already benefitted from Dynatrace's observability and automation and decided to partner with Eviden to assist with integrating those capabilities with ServiceNow to create an automated real-time configuration management database (CMDB), and consolidate multiple ticketing platforms into a centralized, highly automated platform for service & operations management. This partnership not only saved time, increased efficiencies, and saved on resource, but it also protected the organization's existing investment in Dynatrace's observability and automation.

Duplicated work and a barrage of alerts

Previously, service management was fragmented, with different teams relying on multiple ticketing tools. Since these systems were siloed from each other, the same alerts were raised multiple times to different teams, leading to duplicated efforts to solve the same problem. Teams also lacked visibility into how systems were inter-connected, meaning they could not identify which customers were being affected by a particular issue, or prioritize issues according to severity. The company knew these challenges would be amplified by migrating to the cloud, as legacy processes could not have coped with the dynamic nature of Kubernetes and microservices.

Single source of truth

Automation was key to transforming service management operations since the company couldn't scale its service management team in-line with its business growth. The first step was consolidating multiple ticketing platforms so that all alerts were coming through ServiceNow instead. The integration with Dynatrace means all alerts come with precise context in real-time, helping teams prioritize them according to severity and business impact. The ServiceNow-Dynatrace integration has led to a tenfold reduction in volume of alerts and ensures all teams are viewing the same data to enhance collaboration and speed up resolution. The number of customers affected by issues impacting SLAs has reduced from 16% to 0.2% over the past two years, and storefront availability has increased to almost 100%.

Better services for customers

The platform provider worked alongside Eviden to accelerate its service management modernization journey, providing the guidance that would enable it to populate its CMDB with real-time business-aligned data. As Dynatrace provides a real-time topology of the technology environment, Eviden was able to work with the platform company to build a fully accurate service map that made it possible to link back-end issues to specific customers. The platform provider can now notify customers of issues within seven minutes, by which time they have already started on a resolution. It also enables teams to prioritize their efforts more effectively for customers with larger contracts, improving overall quality of service. Through this project, Eviden earned Dynatrace's ITSM & ITOM Competencies, and is now working with the ecommerce platform provider to reengineer service management for other business units.



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.

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