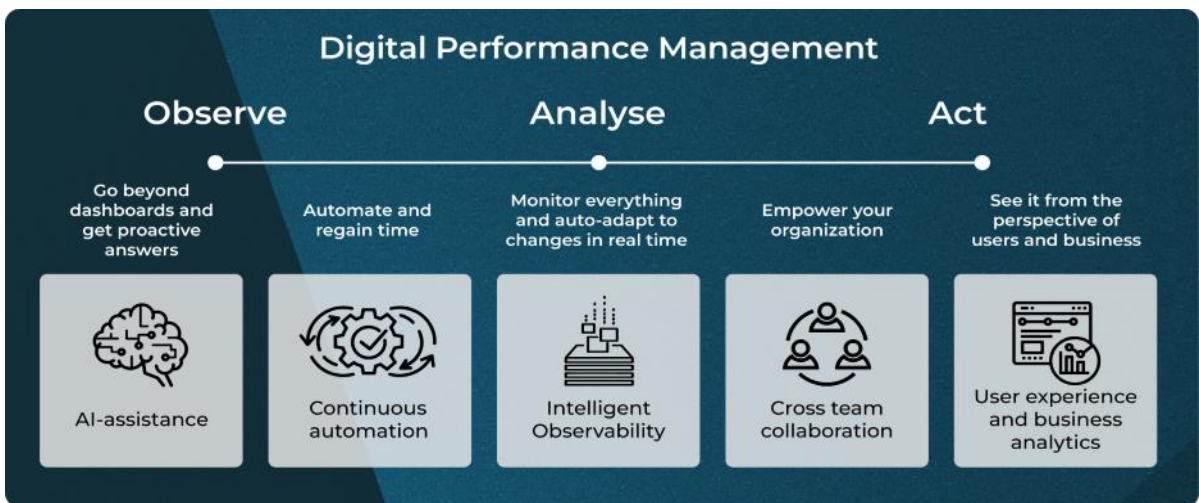# End-to-End Observability

Integrations and Automation
Shift-Right and Shift-Left

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.

Eviden is committed to providing a comprehensive end-to-end observability practice, known as Digital Performance Management. Our solutions address the challenges present in enterprise production environments with advanced integrations and automation capabilities. We embrace the core principles of "Observe, Analyze, Act," while leveraging the "shift right" into production with Cloud Ops Automation and the "shift left" into DevOps automation. By seamlessly integrating the industry-leading full-stack observability platform, Dynatrace, with the leading IT Service Management (ITSM) platform, ServiceNow, we ensure holistic insights and enhance operational efficiency.

Observe, Analyse, Act: Core Principles

Our approach revolves around the core principles of "Observe – Analyse - Act," enabling organizations to proactively monitor, diagnose, and optimize their entire technology stack.
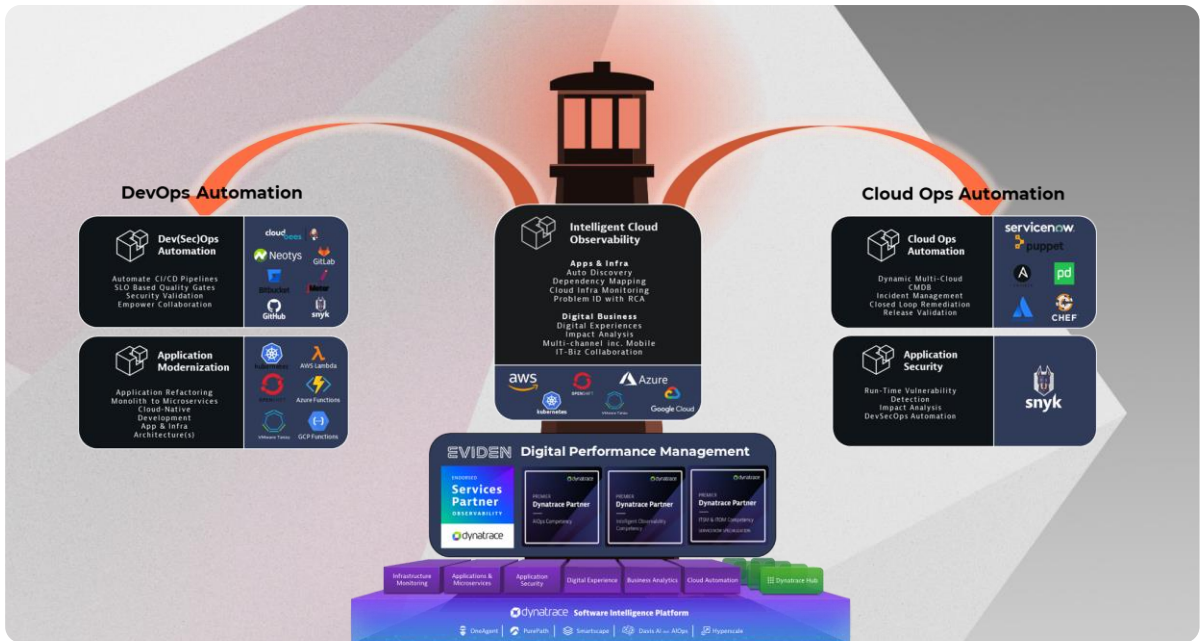

Observe: Real-time visibility across systems, apps, and infrastructure for proactive anomaly detection.

Analyse: Advanced analytics and ML algorithms swiftly identify root causes, providing actionable insights.

Act: Automated remediation, self-healing, and collaboration streamline incident response and continuous improvement.

Integrations and Automation

As part of our comprehensive end-to-end observability practice, we emphasize the importance of integration and automation in two critical areas: "Shift Right: Cloud Ops Automation" and "Shift Left: DevOps Automation." These strategic approaches empower organizations to enhance operational efficiency, accelerate incident response, and optimize the entire software development lifecycle. By integrating observability practices and automating key processes, businesses can proactively address issues in production environments, while also streamlining development and delivery pipelines to improve code quality and release frequency. Let's explore the benefits and capabilities of each approach in more detail.

Shift-Left: DevOps Automation

As part of Shift-Left for DevOps Automation, Eviden ensures that only well-performing and secure applications reach production environments. Leveraging the powerful capabilities of Dynatrace's full-stack observability platform, we perform comprehensive performance testing, security scanning, and quality assurance throughout the software development lifecycle.

By integrating with industry-leading CI/CD and DevOps tools, we enable automated checks for performance, security, and quality. This rigorous approach guarantees that applications meet the highest standards before deployment, minimizing the risk of performance issues and security vulnerabilities in production environments. Trust Eviden to safeguard your applications and deliver optimal performance and security from development to production.

Shift Right: Cloud Ops Automation

Shift-Right for Cloud Ops Automation, powered by Eviden, leverages the full-stack observability platform of Dynatrace. With seamless integrations into ServiceNow and Ansible, we provide a comprehensive solution for proactive management and automation of production environments. Our expertise in utilizing Dynatrace enables us to gain real-time visibility across systems, applications, and infrastructure components. By integrating with ServiceNow and Ansible, we streamline incident management, change management, and automation processes, ensuring a cohesive and efficient workflow. Trust Eviden's expertise and our integration capabilities to optimize your Cloud Ops Automation journey with the power of Dynatrace, ServiceNow, and Ansible.

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Eviden's end-to-end observability practice, rooted in the core principles of "Observe, Analyse, Act," extends beyond monitoring and analysis. By emphasizing the "shift-right" into production with Cloud Ops Automation and the "shift-left" into DevOps automation, we address pain points in enterprise production environments, improve code quality, release frequency, and delivery processes. By seamlessly integrating the industry-leading full-stack observability platform, Dynatrace, with the leading IT Service Management (ITSM) platform, ServiceNow, we streamline operations, enhance collaboration, and ensure comprehensive insights.

Contact details: observability-solutions@eviden.com

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> 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**
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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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