End-to-End Observability

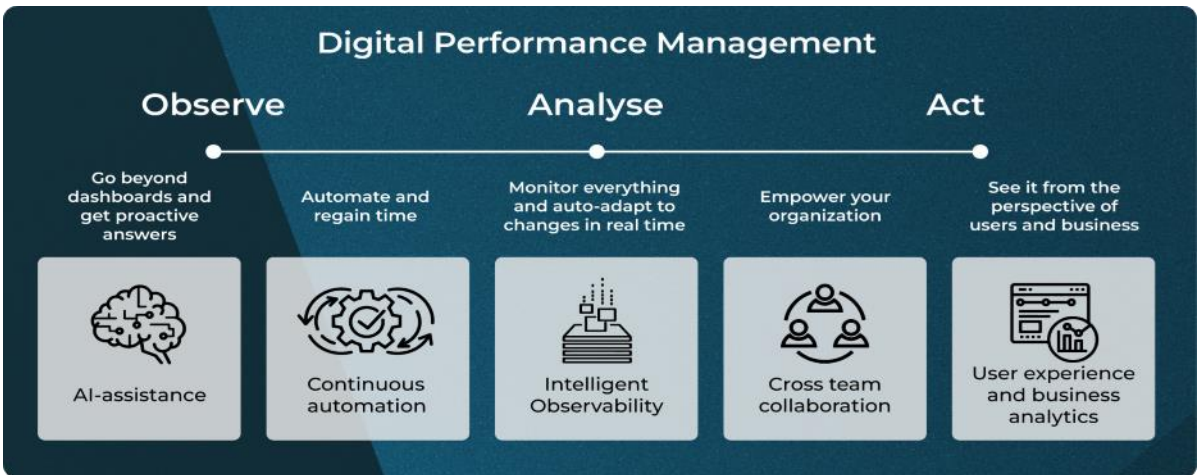## Integrations, Automation, and Application Modernization

Unifying Insights

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 dedicated to delivering a complete end-to-end observability practice called Digital Performance Management. Our solution is based on Dynatrace, the leading full-stack observability platform. Going beyond the fundamental principles of "Observe, Analyze, Act," we integrate advanced features and automation capabilities. By incorporating Digital Performance Management into our application modernization services, we harness the full potential of observability, enabling thorough analysis and efficient refactoring of production applications.
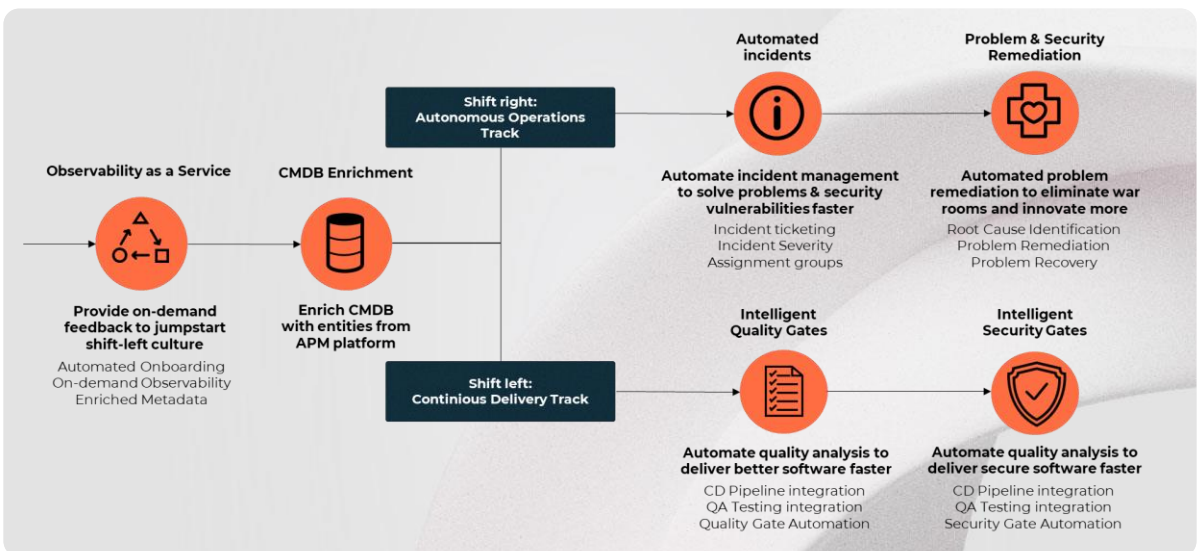
Observe, Analyse, Act: Core Principles

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.
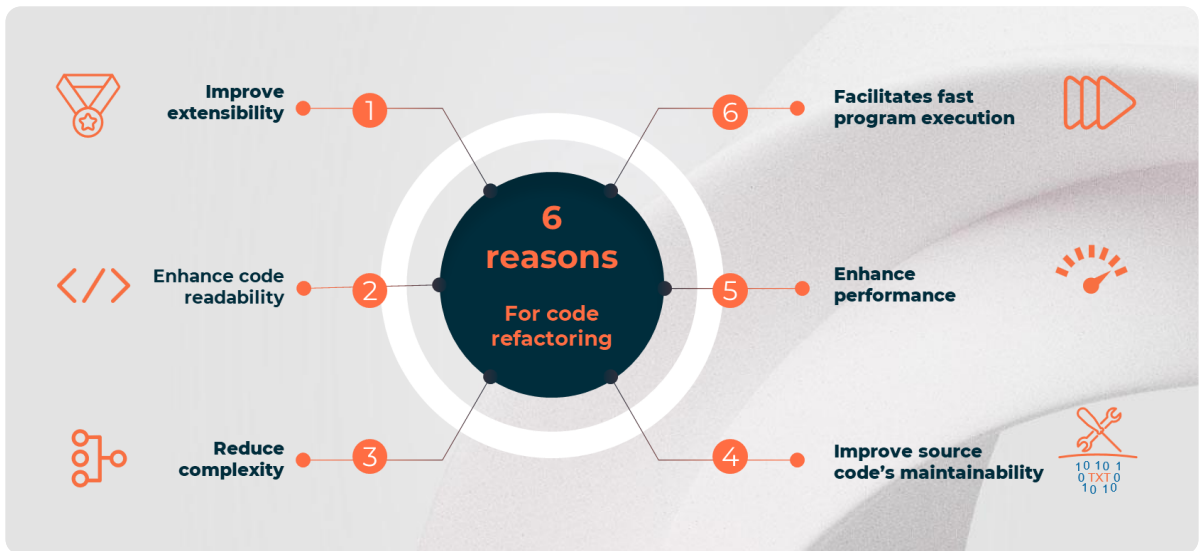
Application Modernization Services

At Eviden, our typical journey begins with the deployment of Dynatrace, a crucial component that enables our subsequent service offerings. We understand enterprise production environments often face persistent challenges causing pain and disruption. To address these issues, we provide a "shift-right" approach leveraging Cloud Ops Automation to proactively resolve problems and optimize production operations. This phase includes seamless connections with our ServiceNow expertise and OneCloud department, ensuring smooth collaboration.

With production operations streamlined, we then "shift-left" into DevOps automation, focusing on improving code quality, accelerating release frequency, and automating manual delivery processes through CI/CD pipelines.

This stage involves collaboration with our Application Modernisation Services (AMS) practice, connecting application management services with observability-driven DevOps practices.

6 reasons For code refactoring

1. Improve extensibility
2. Enhance code readability
3. Reduce complexity
4. Improve source code's maintainability
5. Enhance performance
6. Facilitates fast program execution

Finally, our Application Modernization Services (AMS) come into play, acting as the connecting thread that brings together all three phases. Through AMS, we assess and analyse production applications, optimize their performance and scalability, and create a comprehensive modernization roadmap. This holistic approach, integrated with Dynatrace, Cloud Ops Automation, and DevOps automation, ensures a seamless journey towards modernizing and optimizing your applications.

At Eviden, we provide end-to-end support, from Dynatrace deployment to Cloud Ops Automation and DevOps automation, culminating in application modernization services. Our comprehensive approach guarantees improved performance, scalability, and agility, helping you achieve your digital transformation goals.

Proof Points

95% Reduce Mean Time to Observability (DevOps)

95% Reduction of developer time spent Identifying and remediating known vulnerabilities in OSS libraries

45% Reduce QA/SRE Time spent documenting and recreating performance problems found in testing

45% reduction in developer time spent troubleshooting and fixing performance problems in testing

43% reduction in incident tickets

80% increased visibility across applications and infrastructure

EVIDEN
an atos business

dynatrace servicenow

Additional Value-Added Capabilities

Digital Experience/RUM: Monitor and analyse end-user digital experiences in real-time, capturing user behaviour, performance metrics, and conversion rates to enhance customer satisfaction.

Time to Market for New Apps: Streamline application development and deployment processes, reducing time to market for new applications and features.

Security: Enhance application security through continuous monitoring, threat detection, and automated remediation, ensuring robust protection against cyber threats.

Eviden's end-to-end observability practice, firmly grounded in the core principles of "Observe, Analyze, Act," has been strategically integrated with other practices in our portfolio to create an enriched and synergistic value proposition. Through this combination, we offer application modernization, digital experience monitoring, accelerated time to market, and enhanced security alongside our Digital Performance Management services based upon Dynatrace. By leveraging these integrated capabilities, organizations can unlock a new level of potential in their applications, elevate user experiences, and gain valuable insights that drive transformative outcomes.

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.