

EVIDEN
an atos business

 **dynatrace**

servicenow

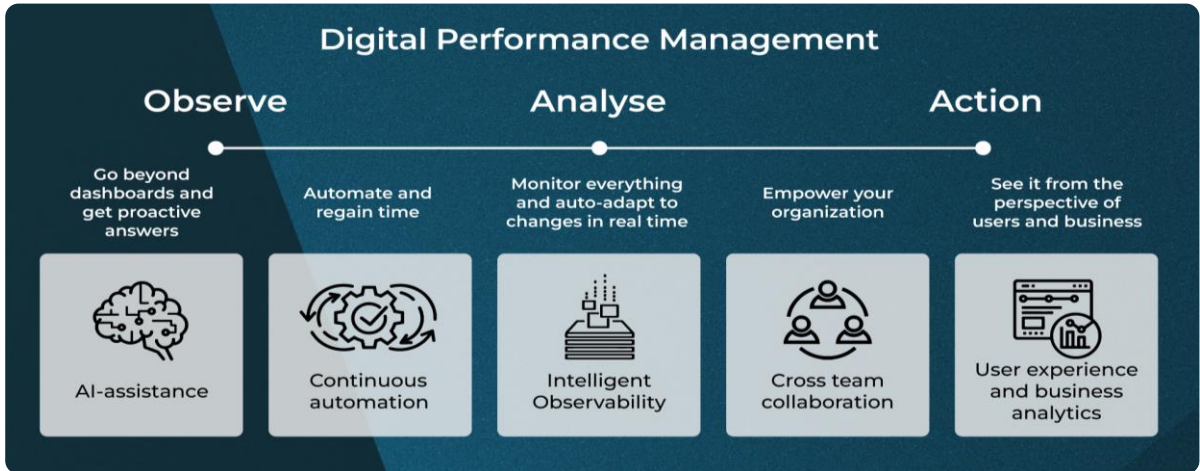
End-to-End Observability

**Unlocking the
full potential**

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.

At Eviden, we offer a transformative journey that unlocks the full potential of End-to-End Observability. Our core principles — "Observe, Analyze, Act," and the integration and automation of Cloud Ops and DevOps—are the foundation of our success. To empower organizations seamlessly and accelerate their growth to new levels of maturity, our Center of Excellence plays a pivotal role.

Observe, Analyze, Action: Core Principles



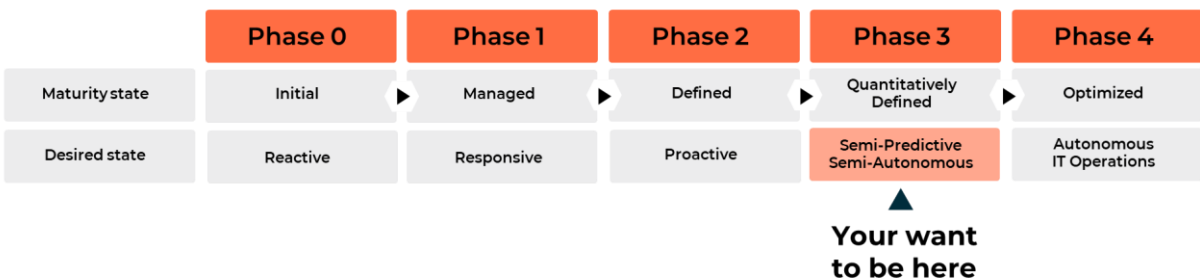
Observe: Real-time visibility across systems, apps, and infrastructure for proactive anomaly detection.

Analyze: 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.

The Power of Our Center of Excellence

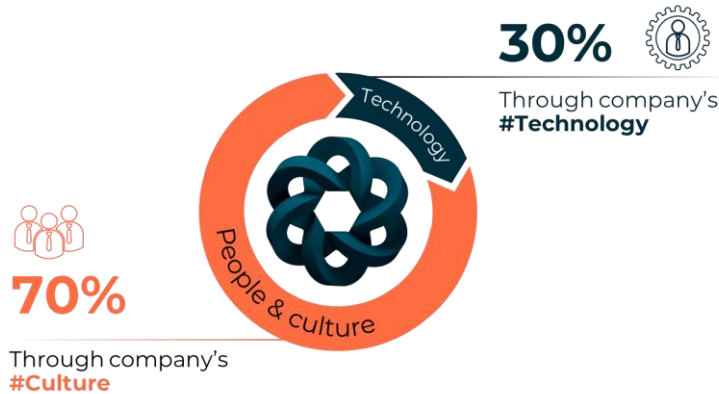
We unlock the **full potential** of End-to-End Observability, and **empowering** organizations to seamlessly **adapt** and **accelerate** their growth to new levels of maturity.



Driving Adoption: Our Center of Excellence is a catalyst for driving the widespread adoption of End-to-End Observability across your organization. Through training, support, and expertise, we ensure successful implementation and integration of observability practices.

Fostering Maturity: With our Center of Excellence, we guide organizations on a journey of growth and maturity in their observability practices. From initial deployment to advanced automation, we empower teams to harness the full potential of observability.

Change Mastery: We unite Organizational Change Management with End-to-End Observability, ensuring that your teams embrace the transformative power of observability. While 30% goes through company's technology, the remaining 70% goes through cultivating an observability-driven culture to drive continuous improvement throughout the organization.

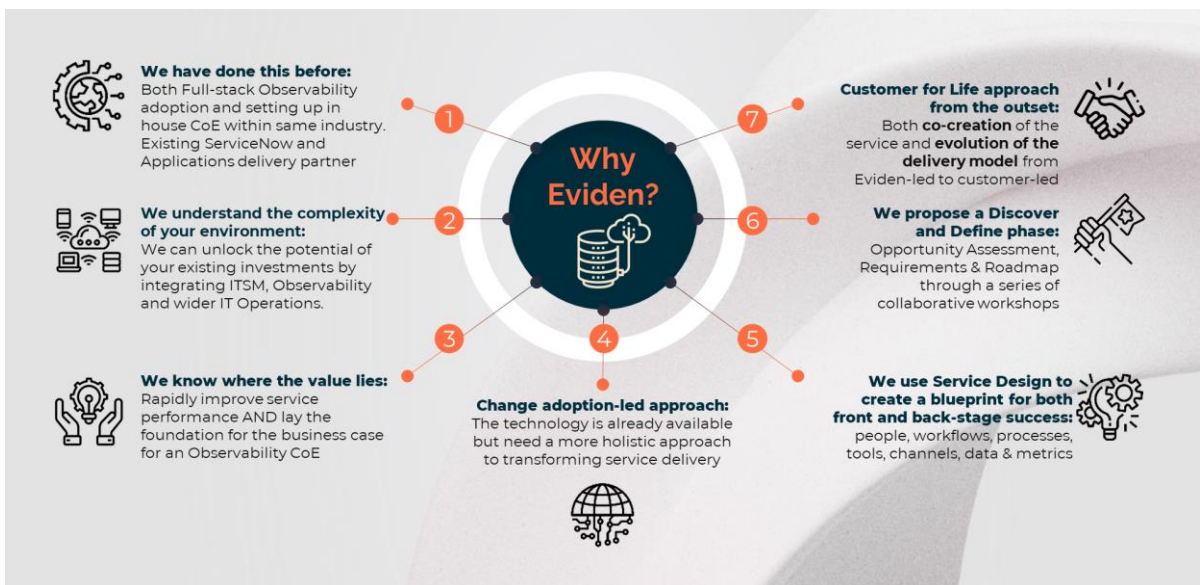


Why Our Center of Excellence Matters

Seamless Adaptation: Our Center of Excellence helps organizations seamlessly adapt to the complexities of End-to-End Observability. We provide dedicated support and tailored solutions to suit your unique business needs.

Accelerate Growth: By fostering a culture of observability and providing ongoing guidance, our Center of Excellence enables organizations to accelerate their growth, enhance operational efficiency, and deliver superior customer experiences.

Transformative Journey: Embark on a transformative journey with Eviden's Center of Excellence. From initial onboarding to achieving higher levels of observability maturity, we ensure your success through expert guidance and continuous improvement.



Eviden's Center of Excellence is the driving force behind our transformative journey to unlock the full potential of End to End Observability, with Dynatrace as our preferred Fullstack End to End observability platform. By seamlessly adapting and accelerating growth through our integrated approach, organizations can harness the true power of End to End observability. The fusion of Organizational Change Management with End to End Observability ensures a powerful combination for driving success. Trust Eviden to guide your organization towards the desired IT operations maturity and elevate your operations to new heights by utilizing Dynatrace's cutting-edge capabilities, seamlessly integrated with ServiceNow as part of your daily operations.

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.

Confidential information owned by Eviden SAS, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval from Eviden SAS.

EVIDEN
an atos business

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 management 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.

VP of Observability & Automation

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.

 **dynatrace**  **servicenow**