Navigating Complexity with End-to-End Observability

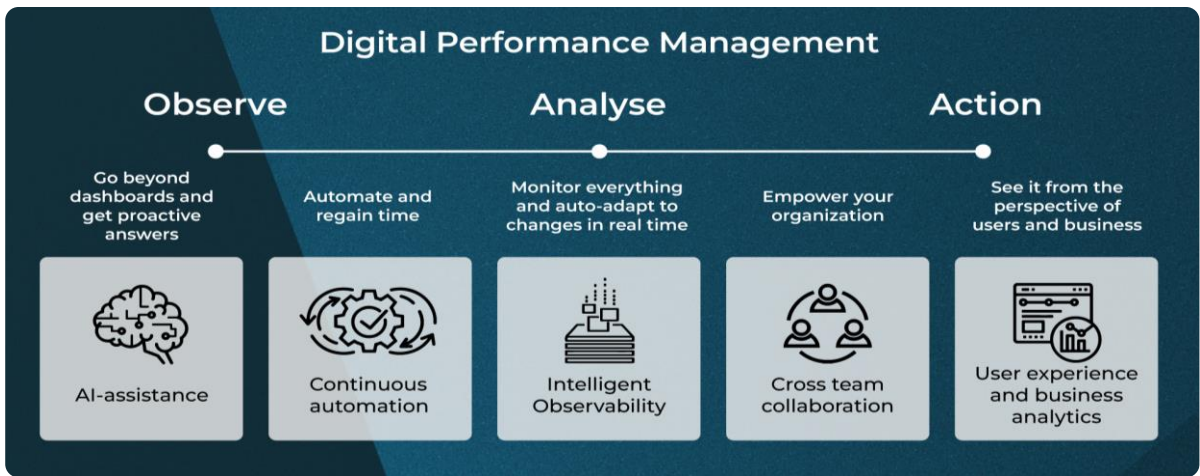## Empowering Your Cloud-Native Journey

Multicloud, Kubernetes, and serverless architectures are standard for modern technology stacks. Cloud providers offer flexibility for tailored architectures, improving agility and innovation speed. However, this leads to distributed and complex environments. Containers are ephemeral, and user journeys span various platforms and technologies, making management and optimization challenging for IT, development, and security teams.

At Eviden, we offer a transformative journey that unlocks the full potential of End-to-End Observability. Our core principles — "Observe, Analyse, Act," and the integration and automation of Cloud Ops and DevOps — form the bedrock of our success. Digital Performance Management based on Dynatrace is the key to overcoming the challenges posed by the drive to be cloud-native.

Observe, Analyse, Action: Core Principles

Our approach revolves around the core principles of "Observe – Analyse – Action ," 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.

Challenges in the Cloud-Native Environment

The cloud-native revolution brings forth a host of challenges for organizations venturing into this innovative realm:

Slowing Kubernetes Adoption: The adoption of Kubernetes, a leading container orchestration platform, can be hindered by complexities related to its implementation and management.

Human Errors in Kubernetes Processes Operating Kubernetes clusters and managing containerized applications require a level of expertise that can be prone to human error, leading to inefficiencies and operational challenges.
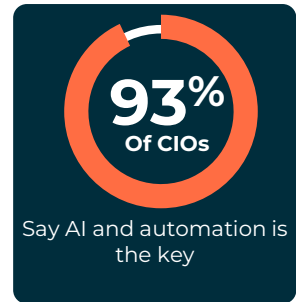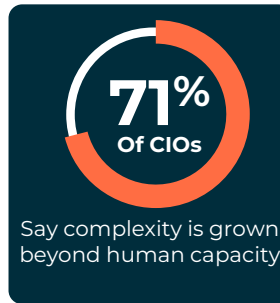
Security concerns Slowing Down Deployment Cycles: Ensuring the security of cloud-native applications can sometimes come at the cost of delayed deployment cycles, impacting agility and innovation.

The Good News and the Challenges:
The availability of cloud technology enables a transformative journey. However, it also presents a new set of challenges for CIOs and IT professionals. 71% of CIOs say that the explosion of data and complexity has surpassed human capacity. 77% of organizations report that their IT environment changes every minute or even less. Additionally, 64% of CIOs struggle to attract and retain skilled IT professionals to support this complexity and adapt to rapidly changing environments.

The Conviction in AI and Automation:
The good news is that 93% of these CIOs are convinced that AI and automation are the key to coping with these challenges. Eviden's Digital Performance Management, powered by Dynatrace, aligns perfectly with this vision, offering advanced AI-driven insights and automation to enhance your cloud-native journey.

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Global CIO report 2022

Benefits of Fullstack Observability in the Cloud-Native Journey

Embracing fullstack observability is the key to overcoming the challenges faced in the cloud-native journey:

Real-Time Visibility: Fullstack observability provides real-time visibility into the Kubernetes environment, enabling organizations to monitor the health, performance, and resource utilization of clusters and applications.

Automated Insights and Remediation: Leveraging AI-powered insights, fullstack observability automates the detection of anomalies, allowing for swift incident response and automated remediation.

Optimized Performance and Efficiency: With fullstack observability, organizations gain a deep understanding of Kubernetes processes and can optimize resource allocation, leading to enhanced performance and efficiency.

Streamlined Security: Fullstack observability enables comprehensive security monitoring without compromising on deployment speed. Security incidents can be promptly identified and addressed, ensuring compliance and protection.

Empower Your Cloud-Native Journey

Eviden's full stack observability, powered by Dynatrace, is purpose-built to address the complexities of cloud-native environments. Our solution empowers organizations to:

Seamless Observability and Automation: Our solution seamlessly integrates Dynatrace with ServiceNow and automation tooling, enabling you to proactively manage and optimize digital experiences across distributed and complex technology environments.

Unlock the Full Potential of Kubernetes: With comprehensive observability, organizations can fully harness the capabilities of Kubernetes, unlocking its true potential for innovation and scalability.

Achieve Faster Release Cycles: By monitoring Kubernetes clusters and applications in real-time, our solution enables quicker deployments without compromising on security and performance.

Next-Gen Multicloud Excellence: Eviden's Dynatrace-powered solution ensures future-ready observability, security, and analytics for cloud-native excellence.

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Eviden's Digital Performance Management, fueled by the core principles of "Observe, Analyze, Act," is your key to unleashing the full potential of End-to-End Observability. As Kubernetes adoption surges, we streamline the transition and maximize the benefits of cloud-native architectures. Experience enhanced observability, accelerated innovation, and a unified platform for managing your multicloud environments. Trust Eviden to empower your cloud-native journey and navigate the complexities of modern technology stacks.

Contact details:
observability-solutions@eviden.com

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 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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