EVIDEN
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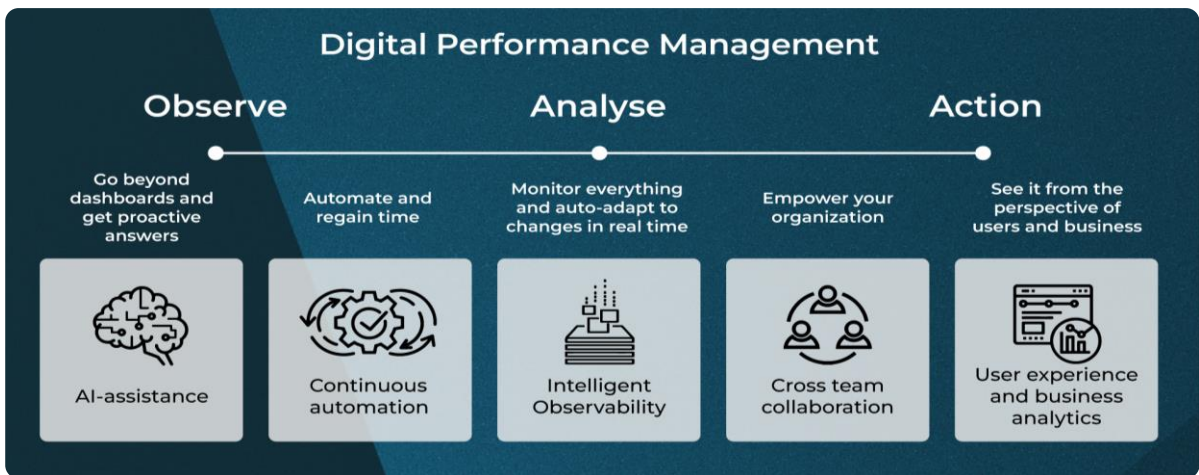# Navigating the Ever-Changing Horizons with End-to-End Observability

Empowering Businesses through Transformational 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.

In the ever-changing landscape of the business world, staying ahead of the competition requires a keen focus on Business Analytics and Business Process Monitoring. At Eviden, we believe that Digital Transformation is a team sport, requiring seamless collaboration and teamwork across all pillars within an organization. Our core principles of "Observe, Analyse, Act" form the foundation of our transformative journey, empowering businesses with Full stack Observability to unlock the true potential of their digital operations.

As every business becomes a software business, the need for DevOps, DevSecOps, and microservices arises to meet evolving demands. IT Operations must provide cloud-native platforms to support these changes. With Full stack Observability, we bridge the gap between business and IT, allowing businesses to develop new propositions, optimize processes, and deliver exceptional customer experiences.

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.

The Business Transformation Landscape and its challenges

In the fast-evolving business landscape, staying competitive necessitates digital transformation. This involves adopting DevOps, DevSecOps, and microservices for application development teams to meet business demands. Consequently, IT Operations must provide cloud-native platforms to cater to these application development demands. Collaboration is the key to successful transformation, involving business, application development teams, and IT/Cloud operations working together seamlessly.

However, in today's fast-paced business environment, organizations encounter critical challenges that can impact their decision-making and operational efficiency:

Missing Opportunities to React Quickly to Changing Business Conditions: Without real-time insights into business processes, organizations risk missing opportunities to capitalize on market changes, customer demands, and emerging trends.
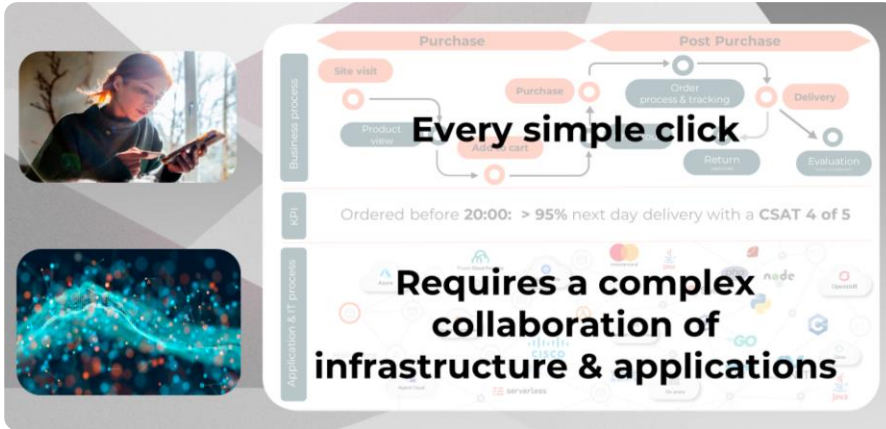
Optimizing Business Processes Due to Lack of IT Context: The absence of IT context in business analytics can lead to suboptimal decision-making, hampering process optimization and efficiency improvements.

Tracking and Reducing IT Costs and Carbon Footprint: Without holistic observability, it becomes challenging to track IT costs accurately and identify areas for optimizing resource utilization, leading to a larger carbon footprint and higher operational expenses.

By addressing these challenges and embracing digital transformation with a collaborative approach, organizations can pave the way for growth, efficiency, and success in the dynamic business landscape.

Empowering Business with Full stack Observability

With Full stack Observability, businesses gain the power to transform every simple click within their applications, mobile apps, or websites into a seamless end-to-end process. We provide deep insights into the collaboration between infrastructure and applications, ensuring a high-performing online experience followed by a seamless post-purchase offline process for customers. Our observability solution allows businesses to measure key performance indicators (KPIs) critical to their success.

Unlocking the Potential of Full stack Observability

Eviden's Full stack Observability Solution, powered by Dynatrace, offers a transformative journey for businesses, enabling them to:

Customer-Centric Approach: In the eyes of the customer, a smooth and performing online experience matters most. Full stack Observability ensures that customer expectations are met and exceeded.
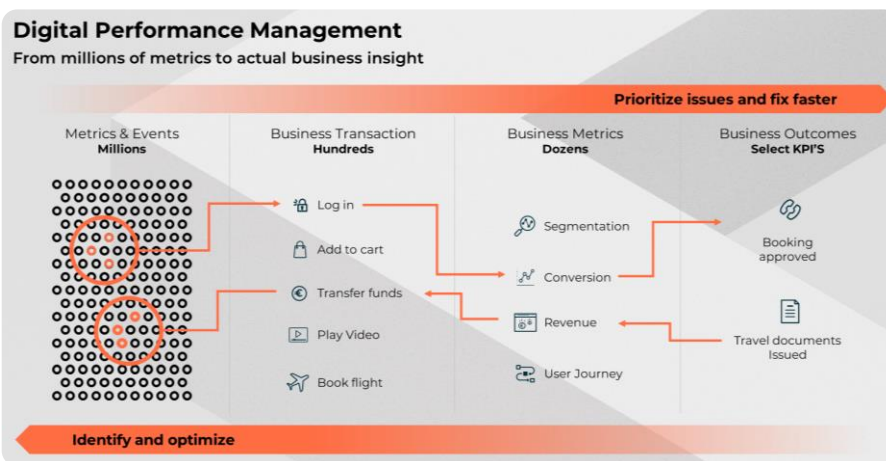
Seamlessly Integrate Business and IT Data: Eviden's full stack observability solution bridges the gap between business analytics and IT data, providing a unified view that facilitates well-informed business decisions.

Seamlessly Collaborate: Embracing Full stack Observability fosters seamless collaboration and teamwork across all organizational pillars, supporting a smooth digital transformation.

Develop New Propositions: By leveraging real-time insights, businesses can develop innovative propositions to remain competitive in their respective industries.

Track Business KPIs in Real-Time: With real-time insights into business Key Performance Indicators (KPIs), organizations can promptly respond to changing market conditions and customer needs, ensuring competitive advantage.

Optimize Business Processes: Full stack Observability empowers businesses to identify process bottlenecks, optimize workflows, and deliver operational excellence.

Reduce IT Costs and Carbon Footprint: Eviden's full stack observability solution enables accurate tracking of IT costs and resource utilization, empowering businesses to make data-driven decisions for cost optimization and environmental sustainability.

In today's dynamic business landscape, Business Analytics and Business Process Monitoring are essential for maintaining a competitive edge. Eviden's Full stack Observability Solution, based on Dynatrace, provides the necessary tools and insights to address challenges, optimize business processes, reduce costs, and contribute to a greener future. By empowering businesses with comprehensive end-to-end observability, Eviden facilitates a data-driven approach that propels organizations towards success.

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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.