EVIDEN | aws | dynatrace

Get the competitive edge with full-stack observability.

Turn observability into opportunity, analytics into action.

Why observability?

Multicloud environments are fast becoming the norm. But, despite the advantages, running and maximizing value from such environments is getting harder.

87% of technology leaders say multicloud complexity makes it more difficult to deliver outstanding customer experiences,

84% say it makes applications more difficult to protect,

85% of technology leaders say the number of tools, platforms, dashboards, and applications they have to rely on adds to that complexity.[1]

End-to-end observability enables monitoring and visibility right across the IT environment including cloud platforms, legacy platforms, applications, mainframes, and devices. This breadth is why it is now seen by many as a solution to this complexity, and a hot topic as a result.

However, approaching observability simply as a way of getting better visibility across complex environments misses the point. The true opportunity lies in transforming operations, business performance, and driving profit.

In this paper, we explain how Eviden, Dynatrace, and AWS are leveraging automation and AI to shift observability from an impartial witness to a powerful agent for operational and business transformation.

[1] https://www.dynatrace.com/info/reports/state-of-observability-2024/

The case for observability.

89% of organizations are in the process of investing or are planning to invest in expanding their monitoring capabilities[2]. Here's why.

As IT environments have got more complex and distributed, the risk of issues arising that could harm productivity, performance, security, or even business continuity has grown exponentially. Applications and services rely on multiple platforms and disparate data sources, customized solutions, and old, poorly understood integrations. This creates many blind spots and weaknesses to be manually checked – where these issues are even known.

The continuing adoption of cloud has increased this complexity and risk, despite cloud offering the ideal foundation for innovation and digital services delivery. Cloud service providers, such as AWS, provide a wealth of capabilities and tools to support DevOps teams to spin up and quickly deploy new services or efficiency enhancements critical to competing and staying relevant. And they are doing this at an accelerated rate.

If this sounds familiar, you are not alone. Ninety percent of large organizations say digital transformation has sped up in the last 12 months[3], enabled by multicloud and cloud-native computing. New applications and workloads are being added and moved all the time. All of which makes keeping applications optimized and accessible, and services performing and delivering value, increasingly difficult.

Only 50% of chief information security officers are fully confident that the software delivered by development teams has been completely tested for vulnerabilities and defects before going live in production environments.[4]

This is much more than an 'IT issue' however. Business profitability and productivity are also put at risk by under-utilization, set-up errors, and weak monitoring capabilities that impact performance. Customers and users have become far less accepting of lag or 'slow' applications and services.

Indeed, a study by Amazon found that increasing page load time by just 100 milliseconds costs 1% in sales.[5]

The overriding issue remains the lack of end-to-end, full stack observability in complex cloud environments. What you can't see, you can't manage, monitor, or remediate; and manual intervention is not good, or fast enough, to keep pace with the demands of digital business.

Yet 57% of organizations do not have full stack observability in place today, and those who have it typically only have it deployed on a small subset of applications.

Seeing is believing:
AI, automation, and observability opportunity.

Together, Eviden, Dynatrace, and AWS offer a ready-integrated, fully managed, end-to-end unified observability and security platform.

Together, Eviden, Dynatrace, and AWS offer a ready-integrated, fully managed, end-to-end unified observability and security platform. Eviden-managed cloud and digital performance management service teams use the combined power of Dynatrace platform and solutions, incorporating AWS Cloudwatch, to provide unrivalled observability capabilities and scale across your hybrid or multicloud environments. Complete monitoring and visibility remove complexity blindness, minimize manual administration and visualization, and enable a cost-cutting consolidation of your management tools.

But this is just the beginning. The observability capabilities can be deployed within days, enabling us to harness AI-powered analytics and automation unique to Dynatrace. Hypermodal AI combines predictive AI, causal AI, and generative AI, delivering insights from across every aspect of your IT environment and business operations that feed a wealth of operational, security, and business use cases.

Suddenly, decisions become data-driven. Rather than try and make sense of how applications, IT systems, and business processes are performing, Eviden use observability, AI, analytics, and automation, to optimize and transform IT operations and business processes and drive better experiences, efficiency, and profitability. Read how in the next few pages.

Driving success

Eviden delivered and managed a cutting-edge connected vehicles platform for one of Europe's leading commercial vehicle manufacturers. The platform is used to manage a fleet of more than 100,000 trucks, enabling owners to monitor them in real-time, access metrics on vehicle health and fuel consumption, and communicate with drivers. The platform operates on a pay-per-truck commercial model, processing 25 terabytes of data that is continuously refreshed. As the number of trucks and volume of data increased, we sought to enhance operational efficiency and cost-effectiveness while maintaining service excellence. Leveraging our strategic partnership with Dynatrace, we adopted a unified observability and security platform, enabling real-time visibility into platform performance without manual intervention.

600+
incidents prevented monthly

77%
faster resolutions

60%
cost reduction on log analytics

200%
better user experience

Critical user interfaces load 20% faster than SLA target

Drive profit and performance with end-to-end business analytics.

Transform business processes with deep, contextual insight into how to optimize and improve.

What if you could leverage 'IT observability data' to identify and understand issues with business processes in context? What if this data, combined with data lakes and AI-driven and automated analytics, could be harnessed to drive performance, profit, user experience, or efficiencies in how you operate?

Eviden combines extensive data management and science expertise and AI capabilities with Dynatrace Grail™ technology that provides context rich, instant, cost-efficient, AI-powered analytics for observability, security, and business data at any scale. We map, assess, and understand key business processes and how they interact, depend on, and intersect with your IT. Rich and contextual analytics mean Eviden and our customers can monitor customer journeys end-to-end – every tap, click, scroll, and slide – tracking progress across multiple applications. We then visualize this with customized dashboards that reveal business process effectiveness and performance and highlight and alert you to any issues and their root cause at a highly granular level.

Eviden is a Leader in 2022 Gartner® Magic Quadrant™ for Data & Analytic Services, February 2022.

For example, you can simplify and unify tracking inventory and sales volume, track and predict seasonal or annual trends, analyze customer journeys to learn how customers interact with product or app features, or leverage observability metrics to identify underutilized resources for reducing energy consumption and waste emissions. Whatever the business process, we can take the extensive data and insights generated by Dynatrace to help you understand and optimize it.

With Eviden's cross-discipline expertise, we map and customize processes, build the data lakes on AWS, create the dashboards, and unify business analytics processes and IT processes end to end. Whether you want to assess performance of the whole organization or down at a granular single process level, observability and tracking data from logs for multiple applications, platforms, applications, and user journeys is processed and presented in real-time.

Case study:

Eviden and Dynatrace helped a transport ticketing operator to align inspection, payment, and location processes with data from all devices and applications, to pinpoint which discounts were most abused and which lines had the highest number of non-paying passengers. Realtime end-to-end monitoring of customer journeys meant ticket inspection processes could be assessed for speed and accuracy to understand whether training or device issues could create delays. By identifying the root cause of process issues and tracking key metrics across customer journeys, the operator can determine how to improve performance, productivity, and profitability.

Drive maximum value from your investments in AWS.

Reduce complexity, cost, and risk. Increase scale, resilience, and ROI.

As AWS customers move from monolithic to more complex infrastructures, Eviden use the AWS Migration Acceleration Program (MAP) methodology, Well-Architected Framework, and end-to-end unified observability, AI, automation, and analytics from Dynatrace to ensure you get the full value from AWS.

Dynatrace integrates with key AWS services such as AWS CloudWatch, AWS Elastic Kubernetes Service (EKS), AWS Fargate, AWS Outposts, and AWS Lambda, and offers exclusive integration with AWS Application Migration Service (MGN). This ensures seamless cloud migrations and modernization with fully automated, unified observability. AI enables proactive and predictive capabilities that ensure optimal performance and resolve issues before they arise, making it critical for organizations looking to optimize their AWS infrastructure.

Armed with this, Eviden gives you the value of AWS cloud without the complexity, correctly orchestrated and integrated with observability designed for AWS that augments the hyperscaler's own solutions. Fewer tools mean less cost and complexity, while complete visibility and monitoring provides clarity on optimization and innovation opportunities and highlights any potential issues. Eviden's wide range of services provide the diverse expertise and skill sets required to help you access and benefit from the extensive range of AWS solutions and tools to increase the ROI you get from your investment. Our teams fully manage and optimize your AWS environment, leveraging the powerful capabilities and numerous integrations offered by Dynatrace.

The volume of issues, incidents, and alerts is overwhelming most IT service and support teams, and a lack of observability end-to-end and juggling multiple tools mean finding the root cause of an issue can take weeks or even months.

- **Eviden** has been positioned as a Challenger in the 2023 Gartner Magic Quadrant ™ for Public Cloud IT Transformation Services

- **Dynatrace** has been recognized as a Leader and positioned furthest for Vision and highest in Execution in the 2024 Gartner Magic Quadrant™ for Observability Platforms

AI-powered, single-source of unified observability ensures comprehensive monitoring and insights throughout the cloud journey phases (migration, application modernization, runtime optimization). Dynatrace Davis® AI provides Eviden engineers with deep understanding of utilization, optimization, and performance bottlenecks, across multi-application user journeys to quickly identify where performance can be improved and cost efficiencies made.

With this insight at your disposal, you can adopt innovation at scale, enabling DevOps or your own CloudOps teams to make smarter decisions based on knowledge and data of the whole environment. Auto-alerting and predictive analytics identify traffic anomalies and apply seasonal pattern detection, assess business impacts, and effectively scale services or direct flows 'on demand'.

With this intelligent automation and customization of the cloud ecosystem, you are able to optimize resource and utilization, while customized dashboards facilitate collaboration across IT, finance, and operations teams.

AWS offers compelling cost-saving opportunities and on-demand scaling with services such as Amazon EC2 Auto Scaling, to help you ensure your resources align with workload demands during peak periods. Furthermore, AWS's extensive range of data and advanced analytics services, such as Amazon Redshift and Amazon QuickSight, ensures you can harness valuable insights from datasets. Enhanced disaster recovery capabilities are ensured through AWS offerings such as Amazon S3 for scalable storage and Amazon RDS for automated database backups. These solutions guarantee high availability, data protection, and seamless business continuity.

Transform IT operations and compete on experience with AIOps.

Proactive prevention of issues; automated remediation when they arise.

Users today expect seamless, responsive, and intuitive applications that enhance their productivity and engagement. Achieving this requires a continuous focus on optimizing application performance and ensuring minimal downtime. At the same time, with the increasing prevalence of cyber threats, safeguarding sensitive data and maintaining the integrity of our applications is more important than ever. The volume of issues, incidents, and alerts is overwhelming most IT service and support teams, and a lack of observability end-to-end and juggling multiple tools mean finding the root cause of an issue can take weeks or even months.

By pre-integrating strategic partners like Dynatrace, and IT support management and automation partners including ServiceNow, frontend-to-backend digital experience monitoring that aids Eviden's expert teams, helping them optimize user experience and IT environment cost-effectiveness as use levels fluctuate and new services are brought online.

We protect your productivity and profitability with proactive issue identification and automated resolution, root cause identification, and faster escalation and remediation, minimizing any impact on business or users.

Significantly fewer incidents and issues and significantly faster mean time to resolution (MTTR) ensure better performance and experience, while customers' engineers and IT support teams can refocus on new initiatives, optimization and innovation, vs analysis, remediation and re-programming.

All this is combined with a multi-layered security approach, using Dynatrace and cloud native security tools and a full remit of security services: identity and access management, encryption, network isolation, monitoring, patch management, DDoS protection, compliance, backups, and training.

Users today expect seamless, responsive, and intuitive applications that enhance their productivity and engagement.

Customers have experienced the following outcomes:

94% reduction in major incidents year on year

Reduced digital incidents and outage times by **50%**

Reduction in Root Cause Analysis time by **80%**

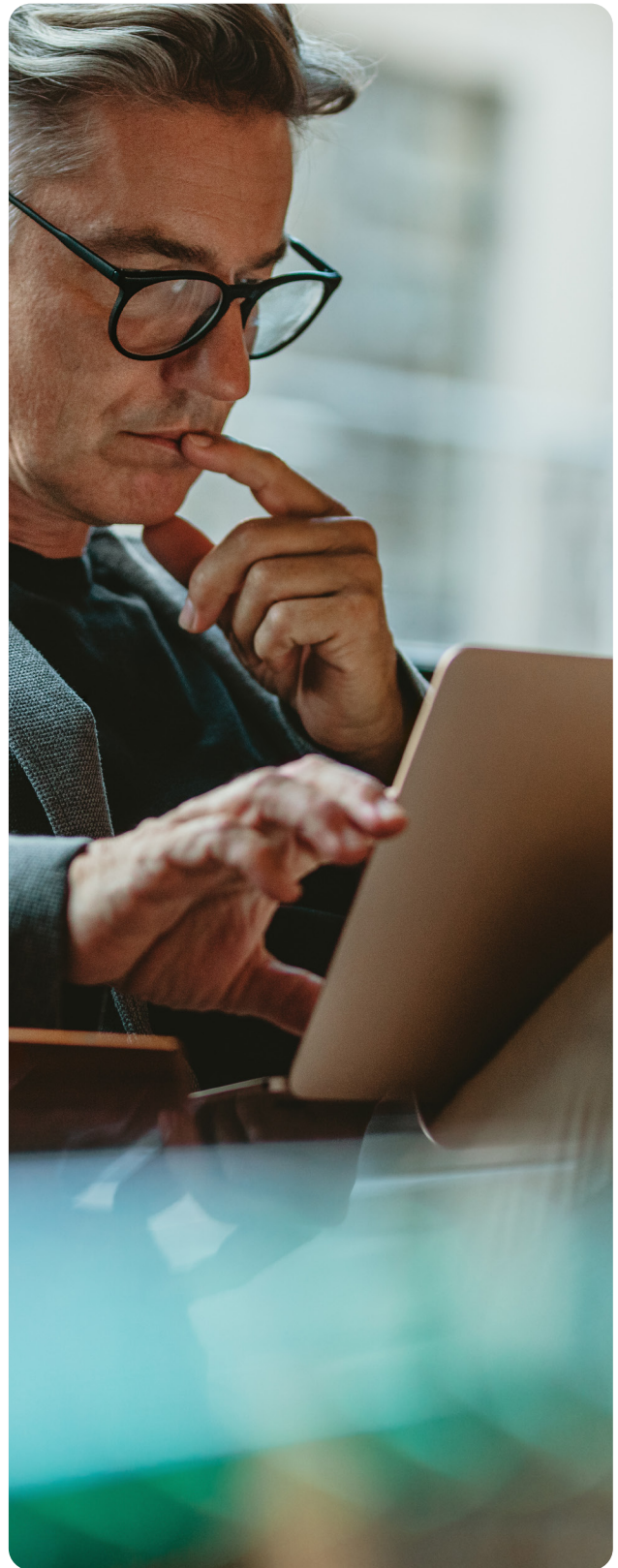**70%** faster issue resolution and 70% ticket reduction

Average weekly incident counts reduced from 600+ to **180+**

Customers affected by issues impacting service level agreements reduced from 16% to **0.2%**

61% less time analyzing service interruptions

Eviden, Dynatrace, and AWS
for observability, and more.

Eviden, Dynatrace, and AWS offer your organization a unique opportunity to realize scalability, flexibility, and cost-effectiveness with full-stack observability.

Organizations can harness the full potential of cloud-native technologies, driving continuous improvement and delivering exceptional value to their customers. We find solutions to your challenges, mapping a path for your observability journey and then guiding and enabling you through each phase and evolution.

Eviden has integrated and transformed the service management delivery of the biggest global deployment of Dynatrace into a customer to date, has delivered XX Dynatrace projects, and also uses Dynatrace itself. With a global AWS practice, Eviden has highly skilled and experienced cloud consultants, engineers, and technical teams who will manage the migration to AWS.

Together, we deliver observability and analytics that power transformation. From helping customers adopt the right-sized AWS environment to delivering highly customized business analytics capabilities, we have the expertise and leading technologies you need. Eviden provides expert consultancy and a single point of contact for managing applications, cloud (AWS), application migration, modernization, and optimization. Dynatrace delivers leading observability and security technologies and solutions.

> To begin your observability journey today, get in touch for your free consultation, or visit here

About Eviden

Eviden is a next-gen technology leader in data-driven, trusted, and sustainable digital transformation with a strong portfolio of patented technologies. With worldwide leading positions in advanced computing, security, AI, cloud, and digital platforms, it provides deep expertise for all industries in more than 47 countries. Bringing together 47,000 world-class talents, Eviden expands the possibilities of data and technology across the digital continuum, now and for generations to come. Eviden is an Atos Group company with an annual revenue of around €5 billion.
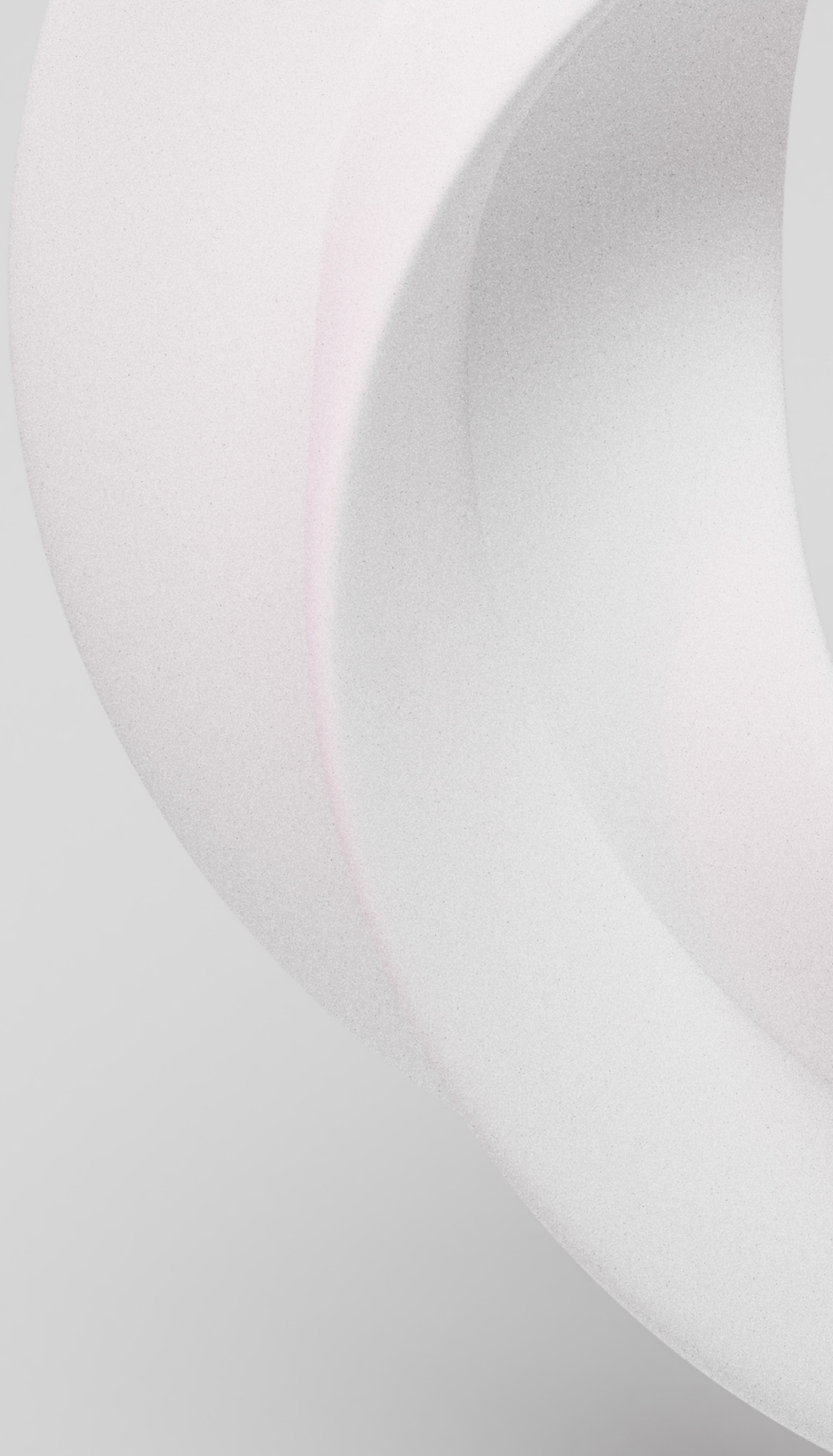
About Dynatrace

Dynatrace (NYSE: DT) exists to make the world's software work perfectly. Our end-to-end platform combines broad and deep observability and continuous runtime application security with Davis® hypermodal AI 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 Amazon Web Services

Since 2006, Amazon Web Services has been the world's most comprehensive and broadly adopted cloud. AWS has been continually expanding its services to support virtually any workload, and it now has more than 240 fully featured services for compute, storage, databases, networking, analytics, machine learning and artificial intelligence, Internet of Things, mobile, security, hybrid, media, and application development, deployment, and management from 108 Availability Zones within 34 geographic regions, with announced plans for 18 more Availability Zones and six more AWS Regions in Mexico, New Zealand, the Kingdom of Saudi Arabia, Taiwan, Thailand, and the AWS European Sovereign Cloud. Millions of customers – including the fastest-growing startups, largest enterprises, and leading government agencies – trust AWS to power their infrastructure, become more agile, and lower costs.