



EVIDEN | aws | dynatrace

**How can observability deliver
business value and revolutionize
customer experience?**

Six ways Eviden, Dynatrace
and AWS do just that.

So, you're running— or want to run—application workloads on AWS?

Great! But, despite AWS being an excellent platform for this—offering some compelling incentives—migrating, developing and running applications on cloud remains a huge challenge. Adoption of microservices and Kubernetes, combined with much more widely distributed application architectures, has led to overwhelming complexity.

That complexity drives up cost, development and deployment time, and risk.

New applications and updates that lead to systems crashing, applications underperforming, and security and compliance oversights all lead to customers unable to access or giving up on services—and heading for your competitors. Identifying the root cause of issues takes up significant resources and budget that you'd prefer to invest in development and innovation.

And, getting clarity on how end-to-end business processes are performing, and the impact on customer experience is next to impossible.

Business processes and customer journeys don't sit nicely on one platform or rely on one application. Without clear observability across all platforms, networks, devices and actions you may know something is wrong, or underperforming, but understanding how, why, and what fixes are required becomes a mammoth time consuming and costly task.

86% of CIOs say that cloud-native technology stacks produce an explosion of data that is beyond humans' ability to manage.

Dynatrace State of Observability, 2024

That's where end-to-end observability with managed cloud and digital performance management services from Eviden, Dynatrace and AWS come in.

Together we bring unique capabilities and expertise to connect multicloud observability to business processes, application performance and customer experience. Eviden brings Managed AWS, Cloud, Data analytics and AI services and expertise along with well over a decade of delivering observability solutions that drive business value. Gartner Magic Quadrant™ leader Dynatrace¹ brings its powerful unified observability and security platform, fully automated with advanced AI and data capabilities that enable business and IT analytics that put you in the driving seat, getting ahead of issues before they arise and enhancing performance across your environment and organization.

¹ 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

The six ways we do that are:



01.

Smarter, more seamless multicloud adoption and utilization

Eviden use Dynatrace observability, AI-powered automation and analytics to deliver effective, efficient and fast cloud modernization, and optimization in dynamic environments such as AWS. You get the cloud environment you need, the application performance and innovation you wanted, and keep costs under control. With unparalleled visibility and predictive insights from Dynatrace, Eviden teams identify innovation opportunities while optimizing your cloud environment.

One customer saw a €2million TCO saving over two years implemented within 3 months.

And Amazon CloudWatch is deeply integrated into the Dynatrace platform, augmenting AWS's own observability and monitoring service to deliver a single dashboard view of your environment end-to-end, and hyper-accurate root-cause identification, even as the environment itself evolves.

02.

Transformed IT operations that cut issues and tickets by 70% or more with AIOps, predictive analytics and ServiceNow integration

Eviden's managed service stack offers ServiceNow pre-integrated with Dynatrace. Together, these provide powerful AIOps, driving predictive operations to catch and avoid issues before they occur, while automatic root-cause analysis detects and analyzes the true root cause of problems quickly. Automatic anomaly prediction feeds automated alerts to trigger orchestration or remediation as required.

Customers report seeing a 94% reduction in major incidents YoY and reducing digital incidents and outage times by 50%.



03.

Business analytics and customer experience management that drive performance and profit

Customers don't engage with a single application on their journeys. Business processes rarely only engage with data from a single platform. This can make it hard in multi and hybrid cloud environments to pinpoint where a performance issue is occurring, and importantly - why.

Eviden bring the cross-discipline expertise you need, customizing processes, building datalakes and dashboards to help you unify business analytics, processes and IT processes end to end, giving you incredible insight into performance of the whole organization or down at a granular single process level. You can optimize business and IT processes for better performance, profitability and productivity and your employees and customers notice nothing at all: no lag, no application issues, no friction. Just a great experience.

A transport ticketing operator was able 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.

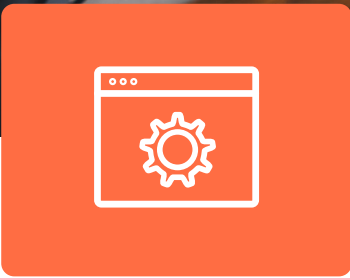


04.

Optimised DevOps

As teams design, code, test, and deploy cloud-native apps, we provide the guardrails, automated discovery, and insights to ensure those applications are optimized for your environment. We enable your DevOps teams or third parties to continuously evaluate new software against predefined quality criteria and service level objectives (SLOs) in pre-production environments. We will stop a release if the error rate in the logs is too high, and block releases if they do not meet the security criteria. Customized insights on the issues can be shared with the teams developing the code, so they can quickly see what they need to address, giving them the knowledge they need to avoid issues arising, or to fix them fast.

Customers have reported a 58% increase in high-quality software releases.



05.
Complete clarity on cybersecurity and regulatory compliance

Eviden brings together our cybersecurity practice, cloud native security, and the end-to-end observability and monitoring delivered by the Dynatrace platform to optimize your security and compliance posture in real-time across your whole environment. Dynatrace Runtime Vulnerability Analytics, Automated Compliance Monitoring and Security Posture Management (SPM) enable Eviden to automatically assess risk, detect and block threats, remediate, and quickly analyze all data in context. The multi-layered security approach encompasses a full remit of security services, including IAM, encryption, network isolation, monitoring, patch management, DDoS protection, compliance, backups, and training. And compliance experts from Eviden, using Dynatrace analytics, technologies and AI, can help define your compliance and governance policies and customize your environment to monitor and enforce those policies, and ready your environment for new regulation reporting such as DORA.



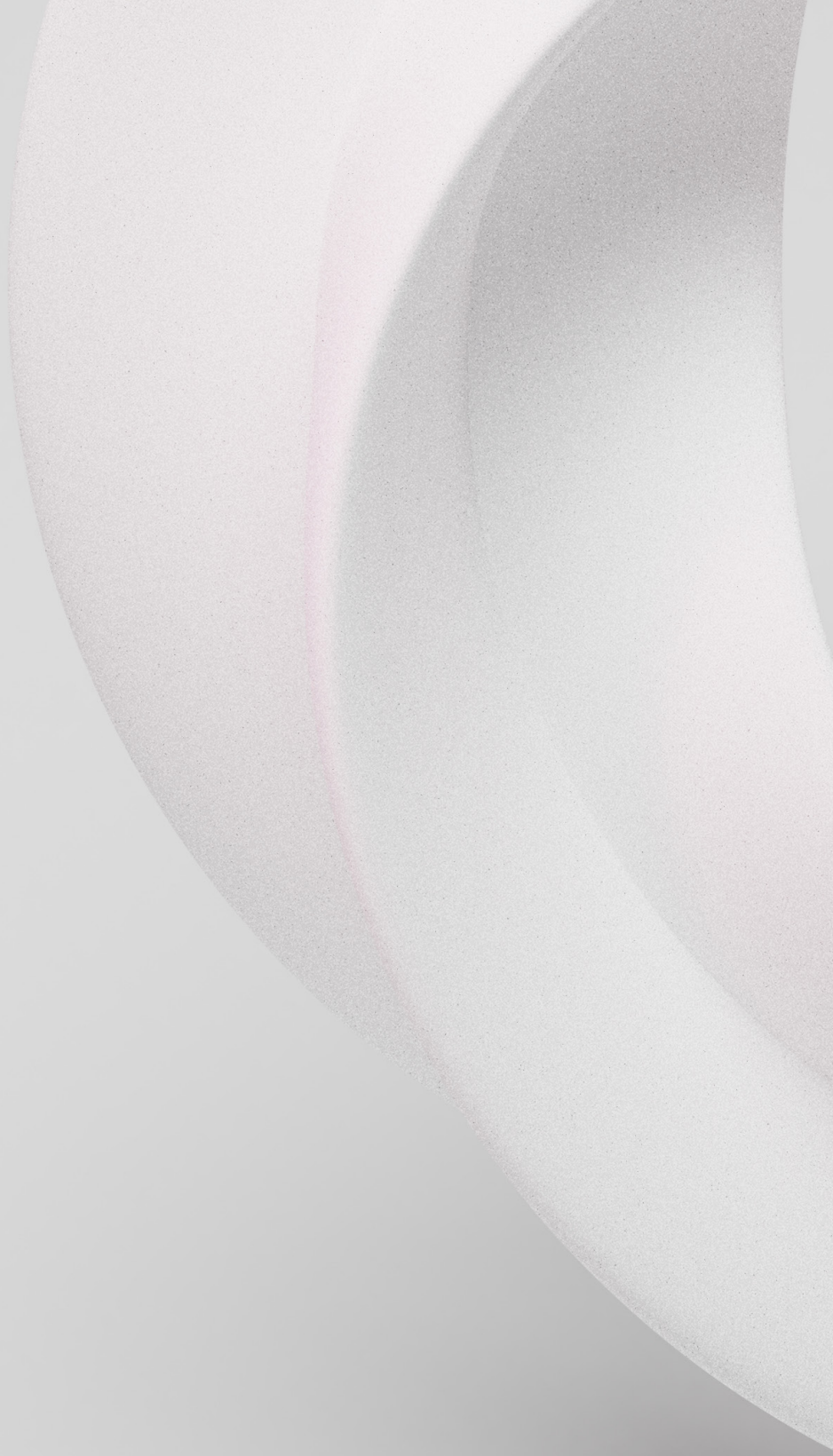
06.
A fully managed service, seamlessly integrated

Resolve multicloud environment complexity, cost, and resourcing challenges and drive business value from your IT investments and transformation, with a suite of proven managed services from Eviden, powered Dynatrace.



Observe and act now to deliver excellence on AWS

To learn more about Eviden Managed AWS Services and Dynatrace, visit: [OneCloud Observability](#)



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