EVIDEN | aws | dynatrace

# Use cases for Eviden Managed AWS with Dynatrace

# Use case 1:
# End-to-end business journey monitoring across applications

## Summary:

IT processes must effectively support business processes, but in complex environments it can be hard to understand what the true source of the problem is when performance issues arise. This can harm productivity, performance, and profitability, and can leave IT support teams struggling to assess and understand the performance issue, let alone the potential technical issues underlying it. Where multiple business and IT processes transact the challenge becomes even greater.

## Benefits:

With data from end-to-end customer journey analytics aligned with business processes, development of a data lake, and AI-powered analytics, business analysis can be conducted at a very granular level. Customized dashboards can reveal the root cause of business performance issues, provide data on the performance of new offers and services, and show where further enhancements and efficiencies could improve performance or customer experience further.

## Sectors:

Ecommerce, healthcare, FSI, transport and logistics

## Business outcomes experienced: transport ticketing operator

- Single view of the same data across all teams for enhanced collaboration and faster resolution.

- Automated service mapping for real-time customer-centric view of incidents.

- Able to assess non-payment trends, by age and geography with customizable, granular view of business process performance.

- Contextual awareness and IT process monitoring end to end ensured root cause analysis includes non-IT related impacts and issues (e.g. human error).

- Customer was armed with AI-powered insights to proactively inform each of its many IT providers when performance issues arose on their systems, and to see whether the true cause of the problem had been rectified.

# Use case 2:
# Improving customer experience while reducing cost

## Summary:

Customer service at the edge is being revolutionized by IoT and cloud. But this presents unique challenges and opportunities. Extending applications into wider, more distributed environments – such as connected vehicles – promises insights and more targeted, smart services. But, as the number of devices and the complexity increase, the operational costs and number of incidents can also increase leading to poor application performance & customer experience and increased operational costs.

## Benefits:

Observability across the entire environment end to end, with data fed into AI-enabled automation and alerts for improved performance at reduced expenditure.

## Sectors:

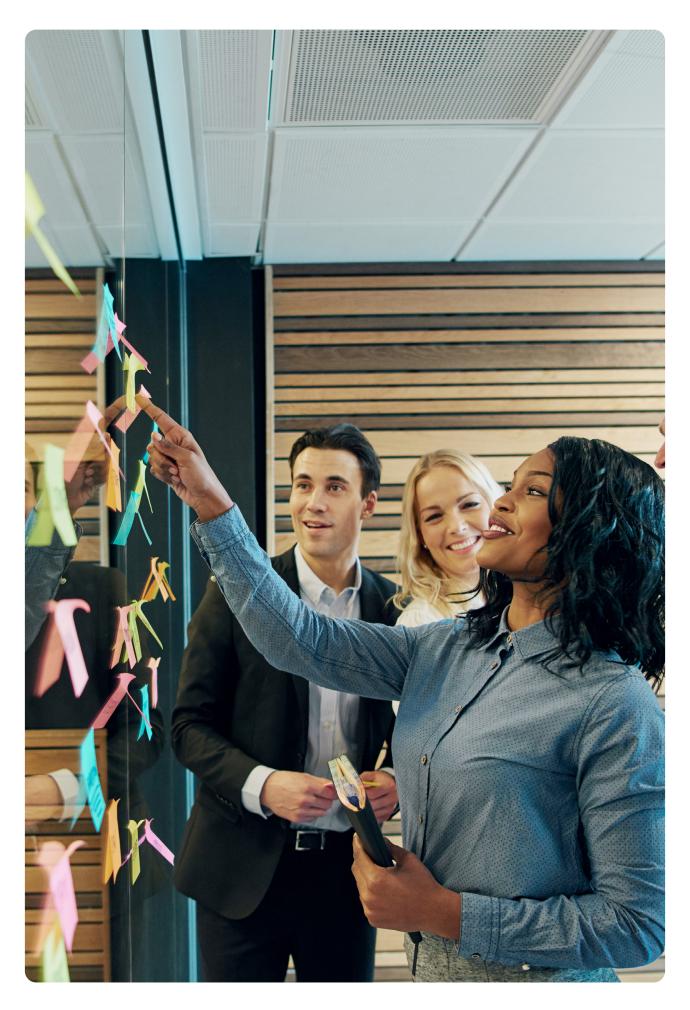Connected vehicles, connected public transport, logistics, manufacturing

## Business outcomes experienced:
### Connected trucks

- 50% reduction in Cloud spend: Reduced cloud spend from over €300k per month to less than €150k per month, while increasing the number of end points/ devices tracked.

- Improved performance across applications, delivering 200% better user experience.

- Accelerated remediation of events and issues with proactive monitoring and escalation. 56% reduction in mean time to respond and 77% reduction in time spent on incident resolution.

- Significant reduction in incidents that could risk security or performance. Average weekly incident counts were reduced from 600+ to 180+.

# Use case 3:
# Transforming service operations

## Summary:

End customers demand seamless digital experiences, but this requires many applications and data sets working in sequence, underpinned by complex integrations and security considerations. Issues must be addressed proactively to avoid poor customer service escalating to loss of business and/or reputation.

## Benefits:

Resolve performance issues faster by consolidating observability data while AI capabilities identify the precise root-cause of issues and prioritizes them based on customer experience and risk, driving a user-centric approach to optimizing digital services.

## Sectors:

Ecommerce, utilities, insurance, media

## Business outcomes experienced:
### Online, digital, web, ecommerce

- Dynatrace AI-assisted root cause analysis integrated with ServiceNow increased service availability to 99.95% whilst reducing breached SLAs by 80%.

- Instant root cause analysis, AI-assisted prioritization and automation has increased storefront availability to almost 100%.

- Number of customers affected by issues impacting SLAs was reduced from 16% to 0.2%.

- Customers affected by issues impacting SLAs was reduced from 16% to 0.2%. 10x reduction in alerts.

- Proactive customer outreach within 7 minutes after first alert.

# Use case 4:
# Transforming multicloud operations

## Summary:

Observability is critical when running applications and transferring data in multi cloud environments. Managing multiple tools, including cloud native and monitoring solutions, tools to visualize and assess, creates complexity, a high TCO, integration and risk concerns and often a 'solution' that is less than effective and provides only minimal visibility.

## Benefits:

Single platform end to end observability across multi cloud and hybrid cloud environments minimizes risk, TCO, integration challenges, while providing total visibility and business analytics. Identify the root-cause of issues and constantly optimize the environment based on knowledge vs best estimates.

## Sectors:

Service provider, telco, government/ public sector, finance, utilities



### Business outcomes experienced:
### Online, digital, web, ecommerce

- Observability platform replacement/ adoption time reduced from years for the previous solution to a few months.

- Initial MVP can be switched on within hours to support proof of concept development.

- €2million TCO saving over two years.

- ServiceNow integration led to 50% reduction in incidents.

## 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.