

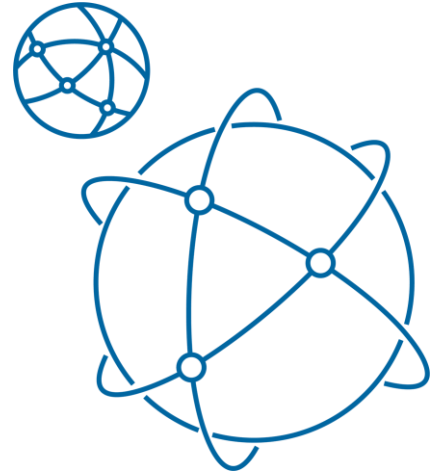
# Atos Digital Performance Monitoring

Trusted partner for your Digital Journey

**Atos**

# Digital performance directly affects business outcomes, revenue, brand image & innovation

Digital performance is not just an IT issue, it's a business issue. Applications that are not performing optimally reduce customer retention, revenue and brand image. It also decreases employee productivity and impacts the speed of innovation by hijacking the release management cycle.



# Understanding the Challenges Businesses Face

The rapid digital innovation forces companies in your industries to embrace digitalization of business operations to stay competitive. Key to today's business success is managing the rising user expectations and increased complexity while remaining control and visibility.

With digital as the new normal, Atos is redefining how to monitor the digital reality through visionary services that encapsulate the full technology stack of digital engagements- applications, infrastructures, dependencies and inter-connectedness- all managed using the best of breed market leading software.



**An intelligent solution that gives answers, not just data**

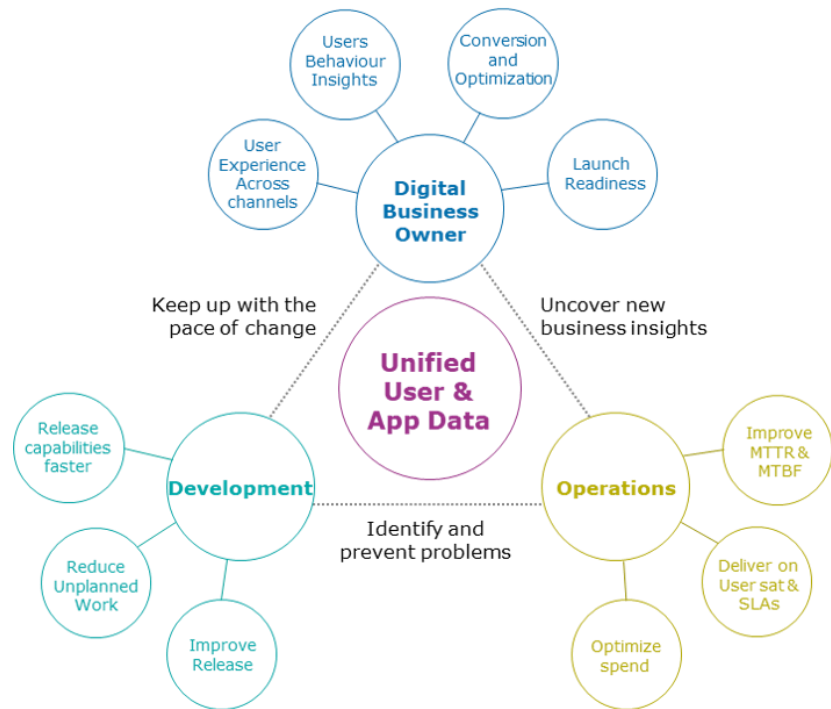


**Traditional monitoring approach is no longer relevant**



**Highly distributed teams and environments are the new normal**

# Atos Digital Performance Monitoring



Digital Performance Monitoring is an essential monitoring fabric underpinning all business applications, providing **real-time business information** about applications, infrastructure, services and users that is **actionable** by the key stakeholders throughout the organization.

# Experience the Business Benefits

Atos and Dynatrace

## Optimize Customer Experience

Insights into user experience and user behaviour by measuring experience across all channels. Consumer behaviour analysis provides insights into the conversion process which allows you to detect where poor performance impacts business outcomes.

- Increased revenue
- Increased engagement
- Enhanced brand image

## Modernize Cloud Operations

Improve mean time to recovery by rapid triage and automated root cause analysis. Digital performance monitoring enables user satisfaction and performance related SLAs which will optimize operational spend by resolving the core issue instead of unnecessary expansions.

- Reduced cost & complexity
- Increased availability
- Improved time to fix

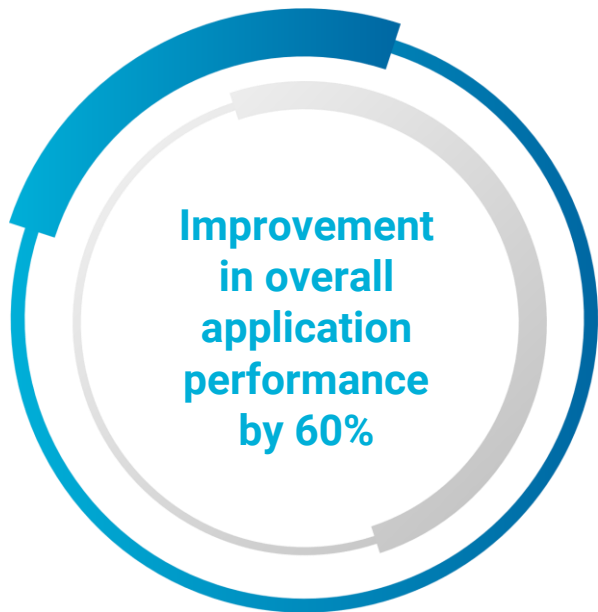
## Optimize Customer Experience

Increased visibility enables code level performance insights which helps to efficiently design codes and reduce unplanned patches. DPM enables to release new capabilities more frequently with less failure resulting in overall quality increase of application released.

- Reduced troubleshooting
- Reduce time to deploy
- Reduced technical debt

# Use Case

UK public sector customer shifts gears to proactive monitoring and management



Atos Digital Performance Management, in partnership with Dynatrace, enabled an UK public Sector customer to proactively manage their business-critical applications, moving them away from manual monitoring and enabling to meet customer demands and maximize their services.

## Key Outcomes

- Improved overall application performance by 60%
- Reduced support calls by 3000 per month
  - Including 50% reduction in P1 incidents
- Reduced 85% of MTTR of remaining P1 incidents

## Use Case Cont.

UK public sector customer shifts gears to proactive monitoring and management

With Digital Performance Management, the customer benefitted from a single pane of glass that **monitors end-to-end performance across all their platforms**, including legacy applications.

They were able to quickly see where issues are occurring and speed up resolution often before users even notice there's a problem – reducing downtime and bottlenecks that come with poor application performance and enabling them to scale to **meet customer demands and maximize their services**.

**A single platform for monitoring  
your performance everywhere.**

# Working Together to Transform Business

## Why Atos?

Benefit from our global expertise, trusted ecosystem and proven innovative technologies and platforms, all on our proven standard methodology and approach to transformation and migration projects.

Digital Performance Monitoring serves enterprises across many countries and various industries by leveraging best of breed market leading software.

Longstanding Partnerships

Global Expertise

Certified Professionals

Innovative Technologies

Customer Satisfaction

Trusted Ecosystem of Partners



# Ready to Get Started?

Ask a question: [AtosTAPM.it-solutions@atos.net](mailto:AtosTAPM.it-solutions@atos.net)

Learn more: <https://atos.net/en/portfolio/reboot-your-customer-experience-through-proactive-application-management>

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