
Convert IT and process efficiency into business value with Atos Bridge

Any company's success relies in large part on effective business processes and the underlying applications which support them. Monitoring these processes and applications is important, but how can you be sure they are really delivering value?



Trusted partner for your Digital Journey

Atos

In the Digital Age, enterprises rely more than ever on continuously available, high-performance applications. For companies in every industry, application failure and the resultant process disruption can have a major impact on business performance. Process and application monitoring are critically important but unfortunately, many companies simply look at the wrong metrics.

Atos solution

To put our clients back in control of their business processes, we developed Atos Bridge. Bridge provides proactive monitoring and ensures that every task, business process and application is aligned to meet your core business goals.

Delivered in flexible models as a managed service, Bridge leverages intelligent automation to deliver real-time, 24x7 monitoring with detailed dashboards that enable you to drill down for real insight into business performance. It delivers improved transparency, business alignment and efficiency through three key levers:



End-to-end Process Chain Monitoring

- Proactive 24x7 monitoring and event management
- Covers business processes, apps and infrastructure across the supplier ecosystem
- Delivers automated transparency



Business Activity Monitoring

- Automated reporting
- Ability to zoom in and out by aggregation layer
- Delivers proactive business alignment



Production and Operations Support

- Task management with Electronic Daily Production Plan (EDPP)
- Integrated team and methodology
- Delivers verifiable, documented efficiency gains

Based on the industry-leading ServiceNow and Elastic platforms, Bridge fully integrates with ServiceNow incident and change management processes for production, testing, development and acceptance environments. Elastic provides out-of-the-box Machine Learning, anomaly management, application performance monitoring (APM), security monitoring and metrics.

Bridge delivers a comprehensive set of features, including:

- Real-time reporting on any device, including mobile
- 24x7 incident and change management
- Trend analysis for events, incidents and problems
- Proactive alerts based on your business rules
- Maintenance audits for all sprints
- Robust root cause analysis capabilities
- Integration with ServiceNow Configuration Management Database (CMDB)
- Data-driven operations with dynamic thresholds

Business benefits

Unlike other monitoring solutions, Atos Bridge places your business processes at the core by tracking performance against business KPIs – not simply SLAs. Bridge brings together your application control and monitoring in one centralized location and one unified model, enabling you to stay in control and fully business enabled. Other benefits include:

- End-to-end visibility and transparent reporting on business process performance
- Monitors operational health at critical points in the process chain
- Delivers consistent and continuous customer experience excellence
- Provides a consolidated source of business process knowledge
- Delivers reduced repair time and improved service quality at lower overall cost

Atos in action

Atos Bridge has been successfully managing the IT nerve centres at numerous global enterprises for more than 10 years. Typical results include incident reductions of 60% or more, coupled with a 25% acceleration in time to market for new services.

For one major manufacturer, Bridge was able to generate an 86% reduction in the total number of alerts over a one-year period, as well as a 73% reduction in major incidents.

Perhaps more importantly, because Bridge focuses on business value metrics instead of SLAs, we can deliver customer satisfaction improvements as high as 50%.

Learn more at <https://atos.net/en/solutions/business-kpi-management>



About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos | Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

Find out more about us

atos.net

atos.net/career

Let's start a discussion together

