

Case Study

Driving Success: Atos Dynatrace partnership accelerates efficiency and savings in cloud-native platform operations

Unlocking Full Stack Observability



Atos

Industry

Automotive manufacturing

“

Before Dynatrace we were walking a tightrope, balancing the performance of our platform with the costs of delivering it. Now, we get the precise root cause of issues instantly, so we can resolve them quickly and effectively, without over-resourcing. We're also unlocking efficiencies that help us to reduce our Azure consumption, so our customer can grow the number of trucks they manage on the platform without increasing our delivery costs.

“Dynatrace has been the key to our success in this account, enabling us to drive rapid and sustainable growth while maximizing the value we create for the customer.”

”

Alphons Stetter,
Global Client Delivery Executive, Atos

600

Incidents Prevented Monthly

77%

Faster Resolutions

60%

Cost reduction on Log Analytics

Overview

Veolia provides water, waste, and energy management solutions designed to preserve scarce raw materials and contribute to the sustainable development of communities and industries. The company's operations are focused around three core activities: developing access to resources, preserving available resources, and replenishing resources. Using the Now Platform® and ServiceNow® Performance Analytics, Veolia established a global centre of excellence to ensure a consistent, best practice approach to KPIs and performance measurement.

Challenge

Amidst rapid growth and dynamic data demands, Atos sought to enhance its cloud-native platform's visibility, optimizing performance and cost-effectiveness to deliver unparalleled service excellence.

Solution

 dynatrace



Results

- **Faster Incident Resolution:** Significant reduction of resolution time, ensuring minimal disruptions.
- **Optimized Costs:** Achieved a strong reduction in log monitoring expenses.
- **Incident Prevention:** From reactive to proactive operations preventing over 600 incidents monthly, enhancing reliability.
- **Improved User Experience:** Critical user scenario's load 20% faster than SLA target.
- **Cost-Efficient Growth:** Enabled seamless onboarding of 50,000 additional trucks, ensuring continued efficiency and performance excellence.

Enhancing Operations

Traditional monitoring tools do not provide the required functionality to gain insights into its cloud native application platform, powered by an IaaS, PaaS and SaaS based architecture including Kubernetes in Azure. While traditional tools serve purpose on the IaaS, they fell short in end-to-end visibility across the dynamic environment. This posed challenges in swiftly pinpointing the root causes of any issues. Recognizing the importance of meeting SLAs without escalating cloud resource consumption, Atos embarked on enhancing its monitoring capabilities to harden his application, optimize service efficiency, availability, performance and optimize costs.

Instant and precise answers

Recognizing the limitations of traditional monitoring tools in providing comprehensive visibility across its dynamic cloud-native architecture, Atos proactively embarked on enhancing its monitoring capabilities. Leveraging its strategic partnership with Dynatrace, Atos adopted a unified observability and security platform, enabling real-time visibility into platform performance without manual intervention. With Dynatrace's advanced AI capabilities,

Atos achieved a remarkable 77% reduction in incident resolution time, ensuring swift responses to emerging issues.

Proactive optimization

Furthermore, Atos capitalized on Dynatrace's proactive optimization features to prevent over 600 incidents monthly and fortify platform security by identifying vulnerabilities in real-time. Notably, Dynatrace's rapid time-to-value resulted in significant cost savings, allowing Atos to reinvest in platform enhancement while maintaining optimal performance. As a result, critical user interfaces now load 20% faster than SLA targets, and Atos achieved a remarkable 60% reduction in log monitoring costs.

Enabling growth

With Dynatrace's support, Atos not only optimized its current operations but also paved the way for future growth. The platform's scalability facilitated seamless onboarding of 50,000 additional trucks in the next 12 months, ensuring continued efficiency and performance excellence in a rapidly evolving landscape.

Atos, a global leader in digital transformation and cloud migration, is successfully delivering 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, Atos sought to enhance operational efficiency and cost-effectiveness while maintaining service excellence.



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Atos