

Univé improves digital insurance services and boosts search engine rankings with Dynatrace



Atos



Industry

Technology

Solution

Technology



Story Snapshot

- **Improved search engine rankings** – Increased website availability and response time supports business growth through 150% uplift in Web Vitals.
- **Better user experience** – Automatic root-cause analysis and AI-assisted prioritization reduces the number of issues impacting users.
- **Increased collaboration** – Teams have the shared visibility and intelligent insights needed to drive better business outcomes and improved security.
- **Faster innovation** – Proactive approach to observability frees up teams to work on developing new services.

Serving more than 1.7 million members, Univé is one of the Netherlands' largest insurers, priding itself on delivering seamless, personalized omnichannel experiences. Univé wanted to optimize the speed and reliability of its digital offering so members could access insurance services 24/7 and grow the business through improved Web Vitals. Univé migrated its applications to a hybrid cloud technology stack and Kubernetes architecture to support this.

Univé needed to better manage the complexities of this new cloud-native environment. Its long-term strategic IT services partner, Atos, recommended Dynatrace and helped Univé to deploy the platform for maximum impact.

Problematic pinball machine

Univé compares its technology environment to a pinball machine, where user actions on the frontend send the ball flying around, activating backend systems. Univé wanted this process to happen invisibly, without members being disrupted by what happens in the pinball machine.

Before Dynatrace, Univé's teams lacked visibility into the movements of the pinball. This meant they couldn't identify the root cause of a problem if the pinball got 'stuck' or how this impacted users. Instead, Univé relied on a time-consuming and fragmented approach, where insights from disparate monitoring tools were manually stitched together to eventually solve the problem.

Taking a member-centric approach

Adopting Dynatrace enabled Univé's teams to resolve performance issues faster by consolidating observability data from across its technology stack. The platform's AI capabilities identify the precise root-cause of issues, so teams can instantly work on a fix. Dynatrace also prioritizes issues based on member impact and risk to the business, allowing Univé to take a more user-centric approach to optimize its digital services by solving the most serious problems first.

With Atos's support, Univé uses Dynatrace's synthetic monitoring capabilities to proactively resolve issues before they affect users.



Collaborative, secure innovation

Univé has eliminated other siloed monitoring tools, with multiple teams now using the precise answers from Dynatrace. For example, security teams now use Dynatrace to identify vulnerabilities in real-time and analyze whether patches have been successful. This means Univé's digital services are secure as well as seamless.

Improved collaboration also extends to Univé's partners, including Atos. Univé can share an issue with Atos's team via a Dynatrace URL, which avoids the need for Atos to diagnose the problem themselves. This speeds up resolution and improves service availability.

Ultimately, the partnership with Atos has enabled Univé to achieve a 150% improvement in Web Vitals, which in turn supports the business' growth through improved search engine rankings.

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The journey we have undertaken with Atos means we're now delivering market-leading digital insurance services to our members. We can detect and resolve performance and security issues much faster through greater collaboration between our teams. The precise answers from Dynatrace underpin this transformation and allow us to take a truly member-centric approach to innovation that helps our business to grow.

– Daniel Mihl, Senior Business Information Analyst, Univé

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About Atos

Atos Group is a global leader in digital transformation with c. 70,000 employees and annual revenue of c. € 10 billion, operating in 67 countries under two brands – Atos for services and Eviden for products. European number one in cybersecurity, cloud and high-performance computing, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos is a SE (Societas Europaea) and listed on Euronext Paris.

The [purpose of Atos](#) is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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Let's start a discussion together



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