APPDYNAMICS

Software Service Definition

Contents

What is the AppDynamics?

AppDynamics is an application performance management (APM) and IT operations analytics (ITOA) solution. Either SaaS on on-premise delivery is available.

AppDynamics Endorsement of Atos

"For the last two years, Engage ESM an Atos company have proven themselves to be a trusted AppDynamics partner for both sales and delivery across Public Sector and Enterprise. Their team have worked on the largest of AppDynamics projects and are seen as a thought leader in the Service Management space. The Atos Multi-Cloud offering underpinned by AppDynamics, combined with their deep ServiceNow expertise places them at the forefront of the A.I. Ops conversation and a great choice for any AppDynamics project."

Luke Rogers - Area VP of AppDynamics - Northern Europe

What Benefits does AppDynamics deliver?

AppDynamics monitors, correlates, analyses, and acts on application and business performance data in real time. This automated, cross-stack intelligence enables developers, IT ops, and business owners to make the mission critical and strategic improvements needed to deliver successful outcomes.

Up to 20% reduction in Cloud Migration

AppDynamics APM automatically discovers, maps, and visualizes your critical customer journeys through each application service and infrastructure dependency. It provides a single source of truth to focus on end-to-end performance in the context of the customer experience, instead of monitoring individual services.

Track every Business Transaction across a user session with fast and deep diagnostics

- Automatically capture errors, crashes, network requests, page load details, and other metrics for an entire user session

- Get deep code-level visibility into web and mobile apps

- Identify front-end issues faster and understand how third party APIs and content services affect your app and web performance

- Get traceability from front-end to back-end application dependencies with APM
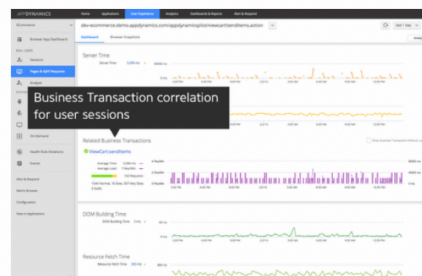
Increased Customer Satisfaction

Customer experience is enhanced as real time problem solving and root cause analysis enables issues to be fixed before the customer is impacted. End User Monitoring gives a clear understanding of how third-party APIs and content services are impacting performance, giving more leverage to enforce SLAs.

Increase customer satisfaction and conversions by managing end user performance

- Get better business outcomes by managing user response times for all geographies of your user population
- Optimize customer experience by capturing the performance of every user journey interaction
- Increase conversion and satisfaction by tracking and analyzing Business Transactions and third party contributions of the 90th percentile of user interactions
- Correlate mobile app crashes to business outcomes
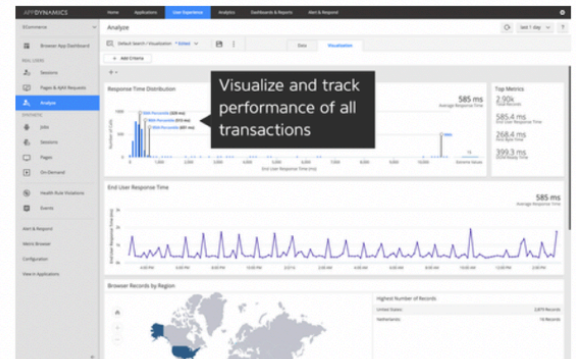
Up to 45% reduction in Software Development Resource

The cognition Engine uses machine learning to automate anomaly detection, drastically reduce MTTR with instant root cause diagnostics, and correlate software and business performance metrics so IT teams can swiftly diagnose application performance problems.

Immediate, automated, code-level diagnostics

Deep diagnostic capabilities enable you to identify root-cause down to the individual line of code. Avoid sifting through log files and save valuable developer time.

See diagnostics >
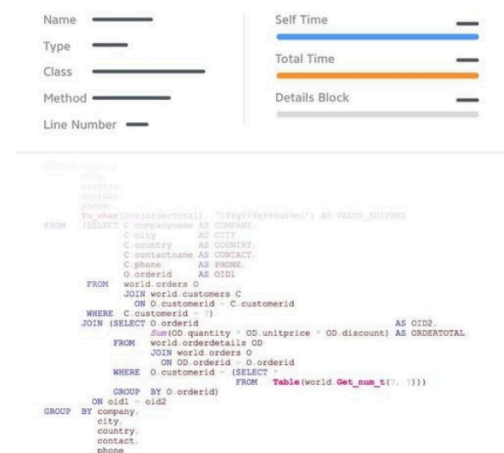
What technology does it use?

AppDynamics automatically discovers Business Transactions. Actions like "Pay Service Online" are tagged and traced across every component of your application and visualized in a topology map—helping you better understand performance across the entire application.

Transaction Tracing

A single customer issue may be difficult to isolate, especially when it's hidden within millions of lines of code. With tracing, you know the exact logical flow of a request throughout your environment and can follow the traffic to pinpoint performance issues where they occur.

Flow Maps

Flow Maps show the tiers, nodes, message queues, and databases in the environment, and highlight the Business Transactions that flow through them. When baselines are set for Business Transactions, status and deviations are represented by the colours red, yellow and green in the flow lines.
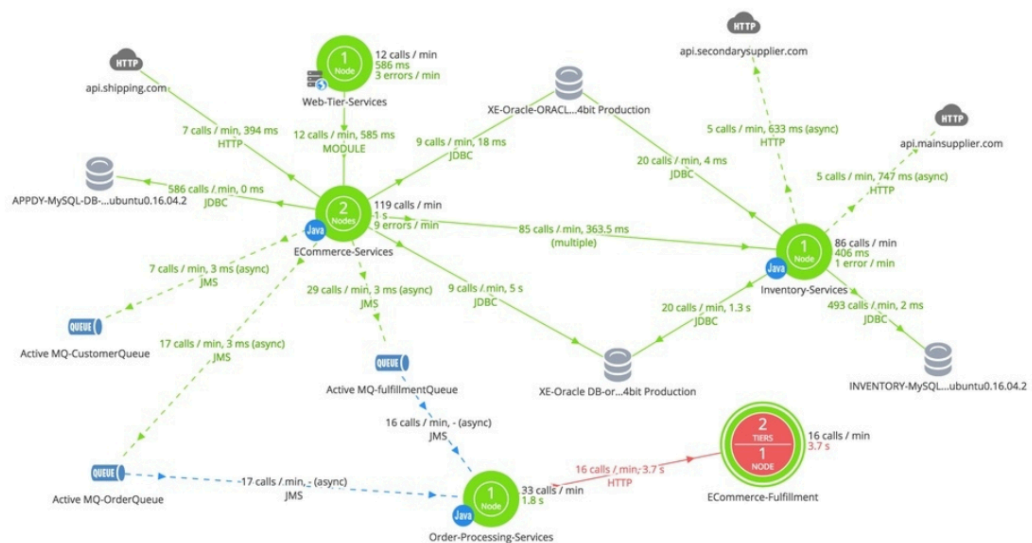
End-to-end User Journey

AppDynamics enables you to see the end-to-end user journey, from log-in to authentication, user profile, data source and query, across thousands of servers, databases, APIs, message queues, caching layers and third-party web services

Service Management (ServiceNow integration)

A ServiceNow certified integration is available from the App store https://www.appdynamics.com/partners/servicenow/. Atos as a ServiceNow gold partner with in-depth experience of the integration would be happy to discuss additional integration.

AppDynamics and ServiceNow have been working together for many years to support mutual customers. The first version of the alliance (version 1) included the integration of the AppDynamics flow map and application topology into the ServiceNow Configuration Management Database (CMDB).

The Data Sync uses APIs to pull data from any AppDynamics controller (SaaS or on-premises) and feeds the data to a ServiceNow MID server of your choice. Many of our beta customers have been successfully running this integration on their MID servers for some time. And since this is a small standalone Java application, you can run it anywhere.

You also can import metrics to ServiceNow from your choice of AppDynamics applications. Currently, we provide a default set of metrics including calls per minute, average response time, errors per minute, number of slow calls, number of very slow calls, and number of exceptions. These metrics are shown in ServiceNow views in the Metric Explorer, Event Management or on custom dashboards.

What terms apply?

Standard AppDynamics EULA as uploaded to GCloud 11.

What are the charges?

Engage ESM an Atos company as a Titan partner offers significant discounts on resale of AppDynamics subscriptions and services. List pricing below, please contact us for more detail. A full managed service via Atos will be released in the second half of 2019.

Subscriptions

APM ALL (Any Language Licence)
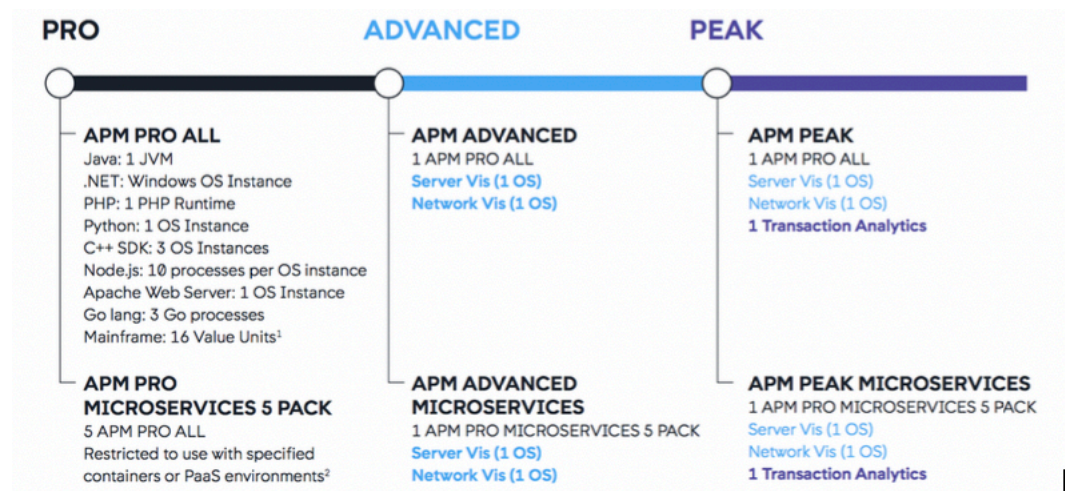
	Production		Perpetual (On-premise only)	Test & Dev		Perpetual (On-premise only)
	Subscription (SaaS and On-Premise deployment)			Subscription (SaaS and On-Premise deployment)		
	1 year	3 years		1 year	3 years	
Application Performance Monitoring*						
AppDynamics Peak Edition™	£5,900	£13,500	£15,950	£2,950	£6,750	£7,975
AppDynamics Advanced Edition™	£4,580	£10,520	£12,300	£2,290	£5,260	£6,150
AppDynamics Pro Edition™	£3,480	£8,000	£9,400	£1,740	£4,000	£4,700

Services

Service Packages - Opportunities < $250K TCV					
Package Name	Deal Size TCV Guideline (USD)	Project Objectives	Consulting Project Days[1]	Premium University (Named Users)	List Price[2]
Tactical Visibility Projects					
Rapid Start SaaS	<$100K	• 1 Application[4] • Core APM • Visiblity Use Case ONLY	5 Days	1	£9,560
Rapid Start SaaS Plus	$75K - $ 150K	• 2 Applications[4] • Core APM • Visiblity Use Case ONLY	10 Days	2	£20,500
REV Projects					
Standard Foundation SaaS	$150K - $250K	• 1 Application[4] • Technical Planning Workshop • Value or BiQ Configuration[5] (Example MTTR or User Journey)	10 Days	3	£27,990
Standard Foundation On Premises[3]	$150K - $250K	• 1 Application[4] • Technical Planning Workshop • Value or BiQ Configuration[5] (Example MTTR or User Journey)	15 Days	3	£39,720
Standard Sprint	Add On Package to Standard Foundation	• Complete additional Application(s) or Use Case(s)	10 Days	2	£20,500

[1] Project Management included on all packages, Standard Foundation SaaS & On Premises also include an Architect-led workshop

[2] Services packages are time and materials prepaid; they include travel expenses

[3] On Premises installation for one Customer environment included

[4] Application configuration assumes up to three tiers/services in one Customer environment

[5] Customer can select configuration of a second Application or other use case if preferred

Atos Certified AppDynamics consultants

All Atos AppDynamics implementation consultants are onboarded using the same processes and tools as AppDynamics employed consultants. Once certified each Atos consultant joins the AppDynamics professional services subcontract stream. During this period Atos consultants work as subcontractors for AppDynamics on live customer projects. This three-month full-time process not only assures the quality of delivery resources with real project experience but also gives access to all AppDynamics delivery best practise and processes.

Atos certified AppDynamics consultants have been delivering successful projects to UK public sector customers for the past two years. Please see rate card below:

GC11	SFIA Levels	Strategy & Architecture	Business Change	Solution development & Implementation	Service management	Procurement & management support	Client interface
Price	1. Follow						
	2. Assist						
	3. Apply						
	4. Enable	£1,241	£1,241	£1,241	£1,241	N/A	£1,241
	5. Ensure/ Advise	£1,384	£1,384	£1,384	£1,384	N/A	£1,384
	6. Initiate/ Influence	£1,607	£1,607	£1,607	£1,607	N/A	£1,607
	7. Set Strategy/Inspire	£1,696	£1,696	£1,696	£1,696	N/A	£1,696

How do I order?

Please send your requirements to the email address CloudAPMEMEA@engage-esm.com. We will prepare a quotation and agree that quotation with you, including any volume discounts that may be applicable. Once the quotation is agreed, we will issue you with the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed. If appropriate, you will be provided access to our self-service portal to start provisioning of services.

If you are a new customer, additional 'new supplier' forms may need to be completed.

Invoices will be issued to you and Shared Services (quoting the purchase order number) for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

Trial service

Trial services are available for Customers wishing to prototype solutions and determine the suitability of the platform to fulfil their technical requirements.

Analytics Data Retention (SaaS)

Event and transactions data for Analytics is retained for 8 days. SaaS customers can license separate retention add-ons for longer retentions for Browser, mobile, transaction and log analytics modules. In the case of PEAK edition, customers need to license 1 retention add-on for every PEAK unit they license. Retention Add-ons available for Analytics covering 30, 60 or 90 Days.

Glossary

Term	Definition
SaaS	Software as a Service
CMDB	Configuration Management Database
MID	Management, Instrumentation, and Discovery
APM	application performance management
ITOA	Information technology Operational Analytics

About Engage ESM

Engage ESM is an Atos company and Gold Services partner for ServiceNow globally; providing design, implementation, and support services to clients worldwide. Engage ESM is a leader in the enterprise-service management sector, which includes IT, Customer Service, Security, and HR. Engage ESM helps organizations of all sizes to improve their operational performance and extend the value of existing investments in Cisco AppDynamics & ServiceNow.