DLL Confidently Delivers Applications with Evolven

> *Evolven has made us a more reliable partner for the business side. Stability of the front-office application for Vendor Finance Europe has significantly improved, making the overall organization more confident for rolling out this application to new customers and for new areas of the business.*
>
> - Peter Philipsen, Manager of Application Delivery & Support, DLL's European Vendor Finance Unit

CHALLENGES: VISIBILITY. CONSISTENCY. ERRORS.

DLL is a global financial solutions partner working in Agriculture, Food, Healthcare, Clean Technology, Automotive, Transportation, Construction, Industrial Equipment and Office Technology. DLL delivers original, integrated financial solutions to support the asset life cycle from leasing, vendor and commercial finance to remarketing. In addition, DLL offers mobility solutions, factoring and consumer finance.

Complexity and Frequency of Changes.

The Application Delivery & Support team for DLL's European Vendor Finance unit was unable to verify configuration consistency or validity, resulting in the inability to verify whether applications, updates and patches were being properly deployed when moving from one environment to another. With many end-user oriented applications, much of the configuration issues arose due to user-specific set-ups. They needed to improve their application update and monitoring capabilities.

Needing to manually discover the root cause of issues, required hiring time consuming additional resources to verify proper functionality, adding potential for human error and leaving the organization exposed when incidents arose.

> Needing to manually discover the root cause of issues

EVOLVEN IT OPERATIONS ANALYTICS SOLUTION.

The Front-Office Application Delivery & Support team selected Evolven's IT Operations Analytics solution to proactively monitor the consistency of environments and reduce the risk of incidents. "Since implementation, Evolven ensures more stability for our application. By allowing DLL to compare configuration consistency for different environments, as well as pre and post deployment," said Peter Philipsen, Manager of Application Delivery & Support.

AT A GLANCE

KEY BENEFITS
- Faster mean time to resolution
- Less downtime
- More proactively monitor for stability

WHY EVOLVEN?
- Powerful IT analytics
- Single point of view for all changes
- View of entire application stack
- Analysis to the most granular level
- Captures all the latest changes

Evolven allows DLL to:

- Easily compare testing and production environments, and identify risky changes.
- Intelligently analyze and report inconsistencies, that could trigger an incident
- Compare multiple environments at once, even between working and non-working.
- Identify an incident's root cause and highlight significant issues.

RESULTS: FASTER MTTR. LESS DOWNTIME. STABILITY.

Providing fast notification of critical changes, Evolven IT Operations Analytics offers the Front-Office Application Delivery & Support team more visibility and control of changes, streamlining decision-making efforts for addressing issues, making them less reactive and more proactive. By verifying that the appropriate configuration transitions to production environments, the Front-Office Application Delivery & Support team can confidently deliver application updates with greater success.

Ensuring Consistency.

"Evolven helps us to identify issues early on, so we can confidently deliver to production. In the test and acceptance side, we identified many configuration issues, that without Evolven, we wouldn't have known whether they reached production," said Bharatkumar Ojha, Production Support Analyst. By identifying specific user changes, Evolven has enabled the Application Delivery & Support team to identify when configuration consistency diverges, significantly reducing configuration drift. "Evolven helps us figure out the hard core change issues, by automatically sorting changes by importance - from really critical to medium to normal or just to ignore. When we see a critical change, we can easily figure out what went wrong."

> Evolven helps us figure out the hard core issues related to changes by automatically sorting changes by importance

Cutting Mean-Time-to-Resolution.

Evolven seamlessly analyzes the entire environment to identify the granular configuration changes or discrepancies that are the root causes of performance degradation.

Under pressure during incident investigation, Evolven helps to zoom in on problem areas, considerably reducing the number of outstanding incidents. "We've seen a big decrease in incidents. In the past 9 months, Evolven helped to reduce the time required for configuration-related incident investigation in production by some 60%," added Ojha.

> Evolven has helped to reduce configuration-related incident investigation time by some 60%

Enhancing Performance and Stability.

Evolven enhances performance and stability, pinpointing the source of critical issues. "Evolven has made us a more reliable partner for the business side. Our management really sees how IT stability has significantly improved, making the overall organization more confident for rolling out the front-office application to new customers and for new areas of the business," said Philipsen.

About DLL

DLL is a global financial solutions partner working in Agriculture, Food, Healthcare, Clean Technology, Automotive, Transportation, Construction, Industrial Equipment and Office Technology. We collaborate with equipment manufacturers, dealers and distributors to enable businesses to obtain and use the assets they need to contribute meaningfully to the world. DLL delivers original, integrated financial solutions to support the asset life cycle from leasing, vendor and commercial finance to remarketing. In addition, we offer mobility solutions, factoring and consumer finance. DLL's 5,500 members support its partners in over 35 countries. The company is a fully owned subsidiary of Rabobank Group. Further information: http://www.dllgroup.com.

About Evolven

Evolven applies a new IT Operations Analytics (ITOA) approach to the chronic change and configuration challenges in on-premise and hybrid cloud environments. Evolven turns the big data of environment change and configuration data into actionable insights. Using this solution allows IT operation managers to know exactly what has changed in their environments, investigate incident root-cause, maintain environment consistency, validate changes, and eliminate configuration drift.

Leading industry analyst Gartner selected Evolven as a Cool Vendor in IT Operations for 2013 recognizing Evolven as "the only vendor to marry IT Operations Analytics to configuration and change management." In 2013, Evolven was selected as a winner of the Red Herring Top 100 North America award, a prestigious honor that recognizes the year's most promising private technology companies across North America. Adding to this recognition, other industry analysts have recognized Evolven for "transforming change and configuration management" and as the "industry's most adaptive change management analytics."

Evolven is a privately held, venture-backed company headquartered in the U.S., with presence in Europe and the Middle East. Evolven's executive team and advisory board include world-renowned experts in IT management and enterprise software. Evolven's investors are leading venture capital firms Pitango Venture Capital (www.pitango.com) and Index Ventures (www.indexventures.com).

For a free demo call 1-888-841-5578, visit www.evolven.com or follow us on Twitter @evolven