

# **unlocking** the power of SAP

across every facet of your business

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# Speed and agility

The market is globalizing and changing rapidly. The future belongs to companies that combine clear principles, creative vision and outstanding agility. These attributes enable them to respond fast to market-driven changes and let them shape events, rather than being driven by them.

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We're living in extraordinary and turbulent times. A global financial crisis and the resulting recession across the world have accelerated a historic shift in the world's economic center of gravity from the Atlantic to the Pacific. Organizations like yours are responding to the massive shocks of these events with radical changes to your core processes.

Everything, from procurement, supply chain and distribution all the way to people management and beyond, is under review. Your goal, of course, is permanent reduction to fixed costs, better balance sheets, greater flexibility to adapt to circumstance, faster scalability, as well as a better strategy for offsetting risk and new ways to attain real competitive advantage.

That's a big challenge for your systems environment, especially your Enterprise Resource Planning (ERP). For many of the world's leading companies, that means SAP.

At Atos, we're determined to make SAP a driver of positive change and long-term growth for organizations in every industry. As one of the strongest SAP companies in the world, we drive continuous process improvement that creates outstanding efficiency and cost-effectiveness, which enables you to move fast and stay ahead of the market.

## A global powerhouse in SAP

We have brought together two of the most powerful and successful SAP services companies in the world, to create a single integrated global leader. The new Atos has been formed from Atos Origin and Siemens IT Solutions and Services. Present in over 42 countries, with 78,500 employees and revenues of €8.7 billion, the new Atos is a top-tier player everywhere; in SAP, our delivery capabilities are unique and globally renowned.

With 10,000 dedicated SAP experts form the backbone of Atos' service. We have comprehensive consulting and delivery capability in every market from the Americas and Europe to the Middle East and the booming economies of India, China and Asia Pacific. Everywhere that SAP is on the agenda, so is Atos.

Our heritage is unrivalled. Atos has been a privileged partner of SAP almost from day one. We now also benefit from the extraordinary industrial heritage of Siemens AG. More than 160 years of manufacturing leadership. The core processes that SAP was designed to enhance and support are in our DNA. We are not just technology leaders: we are engineering and manufacturing insiders.

Our SAP solutions are end-to-end, innovative and, above all, built around you – whether delivered on-premise (as software placed within your environment) or on-demand (as Software-as-a-Service). Flexible and robust, our solutions are the systems foundation you need to successfully drive business forward and meet your strategic goals. And in times of constant change, that's what you need.

Our comprehensive understanding of SAP and your business helps to ensure the success of your existing and potential future SAP investments. Our world-leading business and technology insight enables us to listen, challenge and deliver an innovative end-to-end solution built around you.



# Atos for SAP global reach

## USA Sustainability - Baker Hughes

Atos performed a “proof of concept” for Baker Hughes to link their shop floor to ERP to combine Overall Equipment Effectiveness (OEE) measurement with energy monitoring, to determine efficiency and sustainability savings.

## UK Manufacturing - Britvic Soft Drinks

Atos worked with the planning and governance team to drive value from the innovative co-sourcing relationship. Atos provided advice on:

- Industry issues
- Strategic planning
- Consumer goods market
- Nearshore FMCG markets (trade channels/financials/legals)
- Best practice in ‘perfect plant’ - shop floor operations and infrastructure and overall equipment effectiveness.

Description	Facts
SAP End-Users supported	900,000+
SAP Consultants	10,000
Key Certifications held	<ul style="list-style-type: none"> <li>• Global SAP Application Management Provider</li> <li>• Global SAP Service Provider</li> <li>• Global SAP Hosting Provider (with certified centers in EMEA, Americas and APAC)</li> <li>• Global SAP Cloud Services Provider</li> <li>• SAP Global Value Added Reseller (gVAR)</li> </ul>
SAP Partner	30+ years
Countries	42

## Spain Manufacturing - Packaging: Viscofan Group

Atos implemented SAP Business Suite, in order to assure successful operations at all productive companies at Viscofan Group. The project was aimed at the goal of all organizational locations being able to benefit from availability of common master data. With this in mind, data as well as information structures were homogenized. Atos created a common level for the management, unified the processes while sharing data from all different subsidiaries.

**Denmark**  
Public sector - SKAT - Danish Tax Office

Atos have delivered management and operational support as well as consulting to help the Danish Tax Office improve its SAP systems. We have driven a higher level of visibility of critical KPIs, a modernized SAP environment and more effective management. The result: more efficient business processes across the board.

**Germany**  
Automotive - Volkswagen AG

Atos have achieved what the client described as a “benchmark for upcoming projects” by upgrading Volkswagen’s SAP systems and after-sales CRM system. This has led to improvements in support services and service levels. A robust ticketing system has helped the client to reduce costs and deliver better visibility of costs, quality and service processes.

**China**  
Chemicals - ChemChina

The SAP for chemicals implementation at ChemChina led to worldwide harmonization of business processes and greater transparency, resulting in greater flexibility and significantly improved efficiency. This was achieved by using more than 80% of the best practice processes in our chemical industry template.

**France**  
Defense - French Air Force

Atos implemented ORCHESTRA (a new integrated human resources information system) for the French Air Force that provides access to employee-specific information via the seamless integration of processes, transactions and metrics for more than 70,000 military population, 30,000 reserves and 8,000 users.

**Slovakia**  
Public sector - Ministry of Education

Atos completely upgraded SAP for 18 universities, successfully rolling out new technologies and functionalities. This led to a more unified SAP application environment, with one central source for upgrade, development and operation for all sites and a single financial technology platform across all the universities’ financial systems.

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# Business technologists

Atos brings outstanding industry experience to SAP; that's why SAP really does run better with Atos. We are your business technologists: for us, business comes first - we then use technology as the key enabler for the right outcomes.

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Atos mobilizes unique capability and resources to build successful solutions around the specific needs of every client. As a 30-year global SAP partner, our deep inside knowledge of SAP across every key sector, built up over thousands of engagements, forms the bedrock of our approach. We use our consultancy skills to get the initial design right, we are meticulous in implementation and we manage, either onsite or from delivery centers in Europe, Asia and the Americas to the very highest standards.

## **Business comes first**

We are your business technologists, powering progress. We deliver the improved core systems and processes that help your business move fast, grow fast, prosper and flourish.

Working with Atos is your best assurance that SAP will always be an engine for business success and long-term growth.

We support over 900,000 SAP end-users and have put in place over 5,000 implementations in more than 90 countries. Our unique engineering heritage and unrivalled global resources ensures that nobody is better placed to unlock the full power of SAP for you.



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# Engaging with your vision

Embedding more effective SAP in your business requires a logical and effective approach if you're to get a result that's comprehensive and end-to-end. To do that, we look at your vision and using four key pillars as our foundations, build the best possible outcome for you.

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**The four pillars on which our highly effective SAP solutions are built:**

## Business technology

Our expertise in every sector means we always focus on the best business outcomes, and always aim to deliver lower TCO, higher speed to implementation, full compliance, and a motivated workforce - with a strong eye to sustainability.

## Global and local

We are the undisputed European SAP leader but also a global business, with many years' experience in the world's key national markets. Service is always delivered close to you but with the full power of low-cost delivery from efficient, shared-service centers. Giving you the best of both worlds at all times.

## IP based on real-world experience

Our close association with Siemens gives us privileged access to key industrial processes, and we have used this to develop a full library of industry templates. These are backed by our unique "live tools" to ensure that deep knowledge drives fast and effective project implementation.

## Innovation

Atos invests heavily in original research and development of new solutions and delivery methods. We are leaders in cloud solutions and Software-as-a-Service (SaaS). We also bring market-leading expertise in delivering mobile services; backed by innovative commercial models that help reduce upfront costs.

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# We have you covered

Atos has built a comprehensive portfolio of innovative solutions to address core business requirements across every sector. We give you customized solutions, based on solid foundations and rigorous best practice.

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Atos solutions deliver real-world advantage, targeting the priorities of every industry:

- ▶ **SAP for financial services** - enables banks and insurers to get back onto the growth path. The Atos approach helps improve customer value, reduce transaction costs, improve analytical intelligence, target more accurately and get to market faster
- ▶ **SAP for energy and utilities** - helps businesses compete in a dynamic market. Atos SAP solutions help improve customer service, boost sales, make unbundling easier, ensure effective collections and reduce resources spent on core processes
- ▶ **SAP for manufacturing, retail and services** - uses Product Lifecycle Management (PLM) leadership and manufacturing know-how to deliver comprehensive improvement to operational efficiency and quality from factories and supply chain to point-of-sale
- ▶ **SAP for government, health and transport** - delivers best practice to drive efficiency while reducing costs across healthcare, defense logistics, taxation management and other areas.

Atos also delivers transformative cross-sector solutions that help you achieve more, whatever your business.

- ▶ **SAP for business intelligence** - provides cross-industry support to decision-makers in all core areas. These include finance, logistics and supply chain, information management and enterprise performance optimization
- ▶ **SAP for consolidation and harmonization** - a key innovation differentiator for Atos. This complete methodology and toolkit helps businesses move from siloed environments to a position where applications have been consolidated and processes harmonized. This makes enterprises 'cloud-ready', efficient and agile, to meet an unpredictable future effectively
- ▶ **SAP for sustainability and compliance** - helps you meet stringent environmental standards, while driving compliance with relevant regulations, anywhere in the world
- ▶ **SAP flexible solutions** - enables us to use the full power of Business Process Management (BPM) to drive fast integration, to orchestrate processes in complex IT landscapes and deliver rapid business benefits without major engineering work
- ▶ **SAP application management and hosting** - let Atos manage your complete SAP environment. We will host, optimize, update and deliver enhancements to every instance and every seat across the organization.

Our portfolio gives you the benefits of innovative thinking, industry knowledge and more than 30 years' experience gained on major engagements around the world. That's why we are certain nobody does SAP better than we do.



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# Excellence delivered - worldwide

Atos customers are global leaders in every area of industry. We help them improve standards of operational efficiency, compete more successfully and meet their strategic goals, through excellence in SAP design, implementation and long-term management.

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## Case study

### SAP Automotive - CRM for Volkswagen AG as part of a consolidation and harmonization program

#### The challenge

After-sales for the automotive giant needed to be brought into the modern age and made more integrated than the internal service provider could make them. Volkswagen needed an upgrade of their global SAP environment and more standardized application management. Global support infrastructure, in English, German and Spanish was a requirement.

#### The approach

Atos worked to standardize practices and technologies across the SAP estate and introduced a far more efficient and smooth way of working with the key technologies involved. ITIL 3 was used for IT service management.

#### The result

A more standardized set of SAP processes and support services across the board; better ticketing has enabled support to be directed at the most important areas of the business and the most critical failure points. The project has reduced the costs of application management and given Volkswagen much greater transparency of key SAP elements and of costs, service and quality.

## Case study

### SAP Public sector - operation and management for Ministry of Finance in Denmark

#### The challenge

The Danish Tax Office, SKAT, needed support across all areas of the SAP application landscape. Better support for tax, duties, debt collection and assessment were needed. The office also required advice on development of the SAP estate and operational support.

#### The approach

Atos, acting as a trusted consultant, helped to guide SKAT on business development and process support in all SAP areas.

#### The result

Together with SKAT, we have introduced a higher level of support for all business processes, more reliable management of the improved SAP landscape and driven higher levels of service, while ensuring the best possible TCO.

## Case study

### SAP Chemical - accelerates ChemChina's business processes and best practice

#### The challenge

As a business looking to position itself for growth, to enter new markets and operate more flexibly both nationally and internationally, ChemChina needed business processes that were more harmonized and controlled - but that also allowed greater flexibility of operation. They engaged with Atos to roll out an advanced SAP estate.

#### The approach

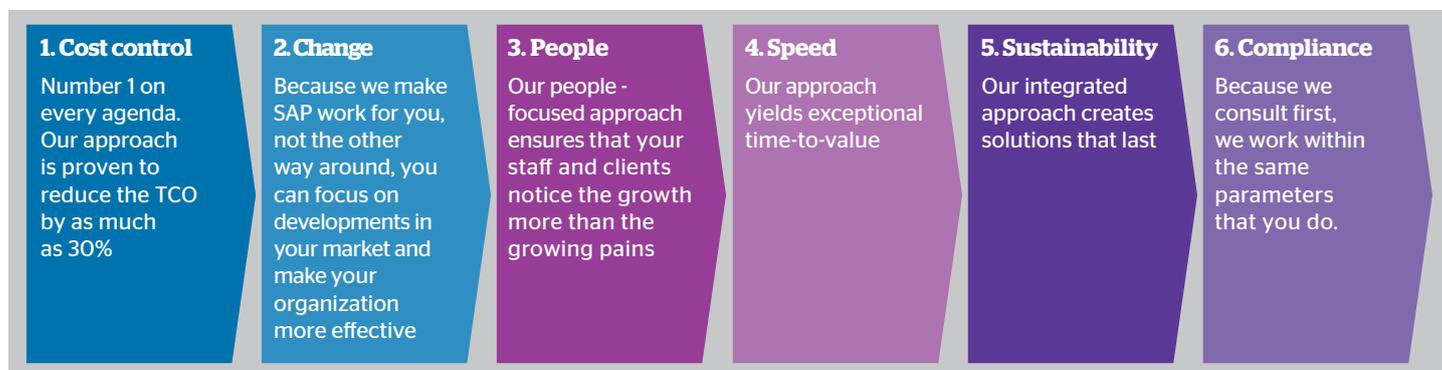
Using 80% of the best practice templates in our chemical industry template, Atos joined up every part of the SAP across ChemChina, creating a global and harmonized estate for the entire business to use - enabling greater speed, flexibility and productivity.

#### The result

ChemChina is now able to join together its business processes at a higher level and work more efficiently across the enterprise. Processes are more efficient, transparent, cost-effective - and allow the business room to operate and grow.

## Starting with your business

We lead with consulting, to help you manage your business case and deliver the full benefits of SAP. We do this by focusing on:



### Turning SAP vision into practice

We know that you want more than just a SAP partner: you want a SAP partner who's an expert in your industry and knows SAP inside out.

We cover the full range of services, from high-level consultancy to design customized to your priorities. From implementation and hosting to long-term management... we always deliver.

### From start to finish: focus on your success, end-to-end

As your business technologists, we combine consultancy informed by IT expertise with technology insight driven by deep industry knowledge. We start every project by consultation and follow up by listening at every stage. That's how we make your SAP solution work the way you want it to. And, by creating a full lifecycle solution, we make it blend seamlessly at every interface. This end-to-end approach doesn't just make the loose ends and rough edges disappear. It provides closely tailored solutions that make your business more effective.

### End-to-end SAP - plain and simple

Atos makes SAP blend with your way of working. You only get the functionality you need, deployed through our enhanced templates and unique best-practice processes. We also build extensions (our own practices), which help drive your competitive advantage. We take responsibility for the crucial data migration and testing stages, and make sure you have all the training and support you need for managing change. Even if an outsourced hosting and SaaS solution is best for your situation, we have the whole project covered.

SAP solutions from your business technologists.

Powering progress for your business.

“SAP is looking forward to working in successful partnership with Atos to leverage our joint global capabilities. Bringing together the complementary operations of Atos Origin and Siemens IT Solutions and Services makes the new Atos one of the largest SAP services providers in the world”.

**Eric Duffaut, President Global Ecosystem & Channels at SAP**

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# About Atos

Atos is an international information technology services company with annual revenues of EUR 8.7 billion and 78,500 employees in 42 countries. Serving a global client base, it delivers hi-tech transactional services, consulting, systems integration and managed services. Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting, Atos Worldline and Atos WorldGrid.

For more information, contact: [dialogue@atos.net](mailto:dialogue@atos.net)

[atos.net](http://atos.net)

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