consolidating
complex IT infrastructure
into a standardized, unified solution

Atos

AMP Core

This platform consolidates service delivery into a unified solution so that our clients can benefit from standardization, an ITIL V3-capable solution, and advanced service management capabilities such as data center automation, Business Service Management (BSM) and process integration.

AMP Core brings some of the following key features to the table:

▶ An ITIL V3- and ISO 20000-compliant solution for managing IT services

▶ Robust asset and configuration management processes through our Configuration Management Database (CMDB) and tools

▶ High-availability platform designed to deliver 99.99% availability

▶ Single-point-of-contact web portal

▶ Self-help tools

▶ Advanced reporting and data analysis tools

▶ Service-Oriented Architecture (SOA) enabling flexible process integration within Atos and with our customer processes

▶ Proactive event management, monitoring and automated error resolution for the IT infrastructure availability.

Our processes and tools are aligned to deliver world-class IT services. AMP Core addresses the process requirements outlined by ITIL V3.

From a functional perspective, AMP Core is composed of different tools and functionalities that address, through a robust technology architecture, the current challenges of IT service management and which comprise the following:

Compass

Our gateway to IT Service Management is an internally-developed web interface through which we provide a common technology to present information to our clients and their employees. This enterprise portal provides a centralized view into managed support data, IT governance, self-service tools, and our analytics platform which provides a means for mining all of the data found in AMP. Whether you are an IT engineer evaluating a change, an operations manager reviewing weekly incident resolution times, or a CIO glancing at the overall health of the IT infrastructure, AMP Core provides actionable information relevant to your role.

IT Service Management

AMP Core's IT Service Management (ITSM) suite is powered by BMC's industry-leading Remedy ITSM system, unifying service desk, incident, problem, change, asset lifecycle and service level management applications, as well as the CMDB within a single data model, workflow platform and user interface. This unified approach provides proactive and continuous improvement of service availability, quality and cost-effectiveness in complex enterprise environments.

Asset and Configuration Management Database (CMDB)

This is a federated and integrated global CMDB, leveraging BMC's Atrium CMDB as well as auto-discovery tools.

Event management, automated monitoring and automated error resolution

Our highly-integrated suite of enterprise event management and automated monitoring tools for servers, mainframes and networks are used to detect conditions that are considered outside Service Transition & Operations of acceptable limits on more than 33,000 different devices. Further, automated error resolution is employed to quickly resolve some of the detected events often before business impact.

AMP Core architecture

Our architecture enables you to leverage AMP Core's high-availability infrastructure and tools in a model that enables all users to benefit from the economies of scale that only leveraging a dedicated service management solution can provide. Our AMP Core team and tools are dedicated solely to the purpose of providing a world-class IT service management solution.

Furthermore, our Service-Oriented Architecture (SOA) allows for the flexibility required to eliminate interface redundancy and simplify maintenance. We have focused on developing a robust integration approach built on top of an Enterprise Service Bus (ESB) using Oracle's SOA suite. This approach provides a common technology and a process of sharing information between processes and systems as well as a Business Process Management (BPM) platform to enable efficient workflow management. This means that we can continue to add innovative solutions to this management platform without great disruption to our users. The ESB enables you to access systems via a common integration tier, providing common services pertaining to the different processes associated with IT service management. Web services and messaging / queuing are the standards for connecting and exchanging data in synchronous and asynchronous fashion, depending on the business need.

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About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2014 pro forma annual revenue of €11 billion and 93,000 employees in 72 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defence, Financial Services, Health, Manufacturing, Media & Utilities, Public Sector, Retail, Telecommunications and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline.

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