Discrete manufacturing

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application management

Inject agility back in your business

The business climate for discrete manufacturing has been transformed due to increased globalization, the aftermath of the financial crisis and the need for a stronger than ever customer focus

Discrete manufacturing companies have been feeling the pressure. Major forces have led to change in virtually every part of the value chain, and manufacturers have to respond in an imaginative and positive way.

Cost reduction: Investors are demanding improved cost transparency, there is a historic shift from CapEx to OpEx, while there is intense pressure to meet tougher new financial regulations.

Changing environment: Most large manufacturers now have global value chains, but the focus is moving to emerging markets, not just as manufacturing bases but as sales outlets as well. That leads to changes in portfolio mix and a need for keener pricing.

Revenue growth: Discrete Manufacturers are seeking new opportunities, leading to stronger customer focus, greater responsiveness and flexibility, together with a constant search for new sources of revenue, leading to spin-offs, rebranding and a greater focus on service-based revenue opportunities.

Business continuity: Complex technology estates, with a high level of legacy systems, lead to business risk. Virtually all manufacturers are simplifying application and process landscapes to improve reliability while taking out cost.

Agility, speed and security

Atos is changing the rules of application management (AM), moving away from management by IT-related SLAs and towards a future in which everything is measured by business outcomes. The Atos approach enables transformational change while keeping costs and risks low.

▶ Atos works with clients to focus on the top priority areas: the processes and systems most critical to the business, and we start the work of optimization right there

▶ We take responsibility for driving business outcomes, ensuring that competitive advantage is the key metric for everything we do

▶ We look at processes, not as standalone items but as interconnected process chains to ensure clear visibility from end-to-end, avoiding interoperability gaps and awkward hand-over points

▶ Atos services are designed to be proactive, rather than reactive, using real-time intelligence through our Bridge operations centers to drive more effective, hands-on control of process chains.

We understand the special needs of the discrete manufacturing sector because we are industry insiders, with a deep manufacturing heritage and exceptional levels of knowledge. The Atos approach to applications management is designed to address today's key business challenges, leading to long-term competitive advantage.

Atos ties its own commercial outcomes to client business success, doing this through a key differentiator in our service: business outcome-based pricing, which makes us accountable for the client's own business results. By implementing a flexible gainshare approach, we ensure that both over- and under-achievement are reflected in the price, with Atos incentivized to drive additional client success and clients credited if targets are not met. Commercial innovation of this kind delivers proven financial benefit to clients, speeding up billing cycles, reducing errors and raising customer satisfaction levels.

Your business technologists. **Powering progress**

Atos

Enabling effective change

A three-layered approach to competitive advantage and industry leadership.

Right-Fit Application Management for Discrete Manufacturing can play a key role in driving transformational change, addressing the priority challenges (starting with the most urgent), while helping you to open up new business opportunities faster than before. The journey takes place in three stages.

Foundation AM: Focused on low-cost, high-quality application management to optimize business operations across your IT landscape, based on ITILv3 best practices. Services are aligned with your business strategy and we also deliver long-term operational landscape improvement. End-to-end monitoring across applications will proactively detect bottlenecks and resolve them before there is a business impact.

Business-enabling AM: Taking a business process chain approach as measured through agreed business KPIs. Atos Bridge strategic monitoring centers deliver a consolidated, 24/7 view of end-to-end business process chain performance. It provides business alerts and traffic light functionality when agreed business KPIs are at risk of reaching their threshold. With process chain analytics support from the Bridge, we work with you to identify areas for improvement, making and implementing recommendations to drive business optimization and transformation.

Manufacturing-specific AM: Atos has unique heritage in the discrete manufacturing world, with a true inside knowledge of the most important business-critical application families, including ERP, PLM and MES. We combine this deep industry knowledge with leadership in application management to:

▶ Focus on your most business-critical processes as the key priority

▶ Map these essential processes together with the applications and systems that serve them

▶ Agree on business-specific KPIs for all of these priority processes, again with a powerful focus on those that have the biggest impact on business outcomes

▶ Monitor these 24/7, delivering real-time insights while moving from a reactive to a proactive response model

▶ This not only enables us to pre-empt potential issues before they become problems...

▶ It also helps us identify key points where new KPI-related insights can drive improvements with positive business benefits...

▶ Leading to a virtuous circle of continual improvement.

Only when the entire chain is working to its highest potential can we ensure the best possible business outcomes. Atos drives change for the better at once, with continual improvement as a way of life.

Powering your success

The Atos Right-Fit Application Management vision is based on a combination of deep industry knowledge, broadly based capabilities and end-to-end client commitment.

Atos has a proven implementation strategy, based on four logical steps:

1. Due diligence

Atos will analyze the business process and application landscape to identify key process chains, major pain areas and critical success factors. We then develop a business case that defines customization of the business process framework.

2. Set-up foundation services

We now begin to implement the foundation AM service, building a Service Management Center and deploying teams with appropriate technical and functional knowledge. Monitoring services are now set up and in operation.

3. Business-oriented service design

The Atos engagement team analyzes applications and technical components to understand how they contribute to core business process workflows. This enables us to develop a revised service design focused on business outcomes. We then continuously enhance Bridge monitoring services to respond proactively to issues as they are defined.

4. Roadmap to improved business chain performance.

Atos business process chain management follows a phased approach to ensure that each change is driven by business needs, business case, proof of concept and pilot before changes take place. We work closely with your own teams to identify potential process and application gaps, agree on business process improvements, translate these into enabling technology changes and then carry out a release approach that delivers improvement with little risk of disruption.

Delivering the benefits

There are opportunities for optimization in all manufacturing value chains. Atos Right-Fit maps the entire process chain landscape and identifies exactly what every application does, how it fits into the overall picture and how gaps can be managed. Then we create a virtuous circle as process improvements are fed back into the production environment, while opportunities for avoiding problems and improving performance lead to further changes for the better: all managed by business KPIs.

The Atos Right-Fit approach has transformational potential:

▶ Precisely customizing Right-Fit solutions to meet your exact business needs

▶ Invigorating and refreshing your core processes and applications landscape

▶ Clearing a path directly to the cloud

▶ Reducing costs and cutting risk down to size.

With 10,000 expert business technologists dedicated to Right-Fit around the world, Atos has the proven ability to take anything up to 20% out of your IT costs in year one and to drive continuous improvement across business processes after that.

Our ambition is directly linked to our clients' proven business success. We can help you move to a virtuous circle of improved efficiency, driving improved business outcomes feeding back into further continuous improvement across your core processes.

That's the Right-Fit difference.

Inject agility back in your business, call on your Business Technologist