Building a thriving future through technology

For a safe, sustainable and innovative event

Atos

Advancing what matters today and tomorrow

Today, businesses must stay innovative and agile to survive and thrive. This requires a broader perspective and more horizon-scanning than a typical IT department may offer.

When any organization invests in technology, its IT leaders and decision-makers draw on their in-depth knowledge of their business ambitions and operating environment. In the fast-moving digital world, ensuring that IT is optimized, secure and future-proof is challenging. Every IT decision and implementation must be aligned with business strategy and designed to deliver measurable value.

Here is where Atos, through Technology Consulting services, can help.

This paper delves into the value of Technology Consulting for modern businesses. It addresses common questions regarding the purpose of technology consulting, the reasons organizations seek out Technology Consulting, and the expected outcomes of consulting assignments.

Why do organizations need Technology Consulting?

Technology Consulting aims to advise organizations on how best to leverage existing and new technologies to achieve their business objectives. Consultants are technology experts who also bring rich expertise in their client's specific industry, leveraging real-world experience from other organizations and sectors.

Technology Consulting is a valuable investment if organizations are looking to:

- Make informed technology decisions aligned with strategic goals by leveraging expert knowledge, insights, and tools for future-proofed decision-making.

- Improve technology performance by identifying and addressing underperforming areas in infrastructure, applications, and processes, resulting in qualitative and quantitative benefits.

- Enhance security and compliance by identifying vulnerabilities in technology systems and offering solutions to strengthen security and meet regulatory requirements.

- Enable seamless remote work in the new hybrid working world, ensuring secure productivity from anywhere, on any device, which can also aid in attracting and retaining employees.

- Streamline processes and boost efficiency by identifying technology-related inefficiencies and providing recommendations to optimize workflows and resource utilization.

- Foster innovation and gain a competitive advantage by identifying emerging technologies and trends to develop unique products, services or experiences that differentiate your business in the market.

Why should an organization need external Technology Consulting if it already has an effective IT function?

While a high-performing IT department is key to managing and delivering technology infrastructure and services, technology consultants help business and IT leaders solve complex problems, innovate quickly and stay ahead of the curve.

- In today's rapidly evolving technology landscape, solutions can quickly become outdated. IT departments may not have the bandwidth or resources to keep pace. Technology consultants will bring insights into upcoming technological trends and the impacts of these on specific sectors. They may also offer access to specialist research and development.

- Technology programs necessitate collaboration across diverse disciplines such as design, engineering, data analysis and business strategy. Given the multi-faceted nature of these endeavors, an IT department may lack the necessary skills or expertise in all these domains to maximize the potential of technology effectively.

- Rising cyberattack frequency and complexity poses cybersecurity challenges. To protect individuals, assets and data, businesses must remain vigilant. This requires comprehensive cybersecurity strategies, advanced solutions and interdepartmental collaboration involving legal, compliance, risk management and external cybersecurity experts.

- In all cases, IT programs may impact users across business units, customers and other stakeholders. Technology consultants will provide methodologies for effective stakeholder engagement, change management, complex or fast-paced program design and delivery orchestration.

If an organization outsources its IT, can it still benefit from Technology Consulting?

While outsourcing IT services can be a highly cost-effective option, Technology Consulting may be essential to ensure that the outsourcing arrangement is delivered and governed in an optimized and future-proof way.

Technology consultants can help pinpoint technology issues in several ways.

- **Maximizing value.**
  Technology Consulting can help organizations maximize the short-term and long-term value of outsourced services. Consultants can work with the organization's suppliers and other partners to ensure they meet business needs, optimize costs and deliver high-quality services.

- **Aligning technology with business goals.**
  Technology consultants can identify opportunities for better leveraging technology to drive growth, streamline processes and enhance customer experience, ensuring that service level agreements and investments align with strategic and operational objectives.

- **Ensuring compliance.**
  Technology consultants can ensure that services comply with industry-specific regulations – particularly in highly regulated sectors such as finance and healthcare. They will help navigate complex or changing regulatory requirements, identify compliance risks and develop strategies for mitigating them.

- **Managing IT-related risk.**
  Technology consultants can help to assess and reduce risks associated with cyber threats, data breaches,and system failures. They will determine the current security posture, identify vulnerabilities and develop strategies for mitigating them. This will ensure the security, integrity, resilience and availability of IT infrastructure and data.

- Technology consultants assess the delivery of expected value and risk mitigation in outsourcing contracts through program management and governance. They collaborate with the organization, suppliers and partners to foster effective collaboration centered around the client's needs and objectives.

How can organizations identify and address their crucial technology issues?

Organizations can identify and address the root causes of their technology issues by working with a technology consultant. This is key to ensure optimal performance, security and efficiency.

Technology consultants can help pinpoint technology issues in several ways:

- **Conducting a technology assessment.**
  Technology consultants can comprehensively assess current technology infrastructure, applications and processes to identify areas where the client is experiencing issues. This will uncover technology performance issues, security, data management and process inefficiencies.

- **Providing an external and objective perspective.**
  Sometimes it can be challenging to see the wood for the trees. Technology consultants can offer an outside perspective to identify blind spots or review problems.

- **Utilizing industry best practices.**
  Technology consultants can bring their industry expertise and knowledge of best practices to identify issues preventing optimal performance or compromising security. They can recommend solutions that have worked for other companies facing similar problems.

- **Developing a technology roadmap.**
  Technology consultants can develop a roadmap that outlines the steps required to address all technology issues, prioritize critical issues and establish clear timelines and milestones for implementation.

- **Providing implementation support.**
  Based on the roadmap, technology consultants can guide to select the right technology solutions, manage the implementation process and deliver staff training to ensure they are using the new technology effectively.

How do consultants work with organizations to develop a new technology strategy?

Each engagement should be tailored to the client's unique organization, business objectives, IT challenges and technology roadmap. To create a technology strategy that aligns seamlessly with their goals, technology consultants first assess the organization's technology requirements and then prioritize them based on their significance to the business.

Firstly, to identify the organization's technology needs, steps may include:

- **Defining business goals and objectives:**
  determine what the business is trying to achieve and what role technology plays in achieving those goals.

- **Conducting a technology audit:**
  review existing technology infrastructure and assess its effectiveness in meeting business needs. This will help identify gaps and areas for improvement.

- **Analyzing the gaps:**
  based on the audit, identify the gaps between current technology state and where the organization needs to be to meet its business goals. Factors for consideration include performance, security, scalability and user experience.

- **Evaluating emerging technology trends:**
  assess emerging technology trends and assess whether they can address business needs.

- **Prioritizing technology initiatives:**
  rank technology needs based on their importance to the business and their potential impact on achieving its goals.

Next, to prioritize the organization's technology needs, steps may include:

- **Assessing current technology systems and infrastructure:**
  identify any areas that are causing bottlenecks or inefficiencies or that are not meeting business needs.

- **Identifying business priorities:**
  determine which areas of the business are most critical to success and identify technology solutions that can support these areas.

- **Calculating the cost and feasibility of solutions:**
  assess the cost and feasibility of potential technology solutions, including the time and resources required for implementation and ongoing maintenance.

- **Developing a roadmap:**
  based on this expert assessment, develop a roadmap that outlines which technology solutions to prioritize and when.

- Having created a prioritized roadmap, the consultants will work with the organization to validate and agree this, ready for planning and implementation.

How do consultants work with organizations to determine and integrate technology and business goals?

While engagements are bespoke for each client, to determine an organization's technology goals, steps may typically include:

- **Assessing current technology systems and infrastructure:** identify areas that are causing bottlenecks or inefficiencies or that are not meng business needs.

- **Identifying business priorities:** determine which areas of the business are most critical to success and identify technology solutions that can support these areas.

- **Considering emerging technology trends:** based on the audit, identify the gaps between current technology state and where the organization needs to be to meet its business goals. Factors for consideration include performance, security, scalability and user experience.

- **Evaluating feasibility and cost:** assess the feasibility and cost of potential technology solutions, including the time and resources required for implementation and ongoing maintenance.

To integrate technology strategy with business goals, technology consultants are likely to engage stakeholders from across the business in technology decision-making and implementation. Regular monitoring of technology performance is then needed, enabled by consulting expertise. Based on this, any necessary adjustments can be made to ensure that technology solutions continue to support business goals.

How can organizations use Technology Consulting to bridge a gap in their technology?

Making the right investments to bridge a technology gap can be challenging. Technology consultants may typically take the following steps:

- **Conduct a technology assessment:** conduct a thorough assessment of current technology infrastructure, capabilities and gaps. Technology consultants can identify areas where new technology is needed and where existing technology can be optimized.

- **Develop a technology roadmap:** based on the results of the technology assessment, the consultants can develop a technology roadmap to bridge the technology gap. This should prioritize the most critical technology investments and establish clear timelines and milestones for implementation.

- **Identify the right technology solutions:** with the technology roadmap in place, the consultants will work in partnership to identify the best technology solutions to meet business

needs. This includes guidance on selecting the right hardware, software and services, with support to negotiate contracts and pricing with vendors.

- **Implement selected technology solutions:** the consultants can manage the implementation process, ensure that solutions are integrated with existing technology infrastructure and provide training to ensure sustainable adoption of new tools and processes.

- **Monitor and evaluate:** bridging the technology gap is an ongoing process, so the consultants will help monitor and evaluate the effectiveness of the new technology solutions. They can provide metrics and analytics to measure the impact of the new technology, identify areas for improvement and make adjustments to the technology roadmap as needed.

What are the deliverables of a Technology Consulting engagement?

Technology Consulting deliverables provide the client with the knowledge, insights and tools they need to make better informed technology decisions and successfully implement technology solutions.

Deliverables vary depending on the specific engagement and the client's needs, but typically include the following:

- **Technology assessment report:**
  this comprehensive report identifies the current state of the client's technology infrastructure, applications and processes. This provides a clear understanding of the current state of technology and helps to identify areas where improvement is needed.

- **Technology roadmap:**
  this outlines the steps the client needs to take to achieve their technology goals. It includes prioritized recommendations for technology investments and provides clear timelines and milestones for implementation.

- **Business Case Analysis:**
  this helps the client to justify technology investments to key stakeholders. It includes a cost-benefit analysis, an assessment of potential risks and challenges and a projected return on investment.

- **Vendor Selection Report:**
  this helps the client select the right technology vendors to support their business needs. It includes vendor profiles, evaluations and recommendations, as well as negotiated contract terms and pricing.

- **Implementation Plan:**
  a detailed plan that outlines the steps required to implement the recommended technology solutions. It includes timelines, milestones and resource requirements, as well as risk mitigation strategies and quality assurance measures.

- **Training and support materials:**
  this helps the client's staff effectively use the new technology solutions. These may include user manuals, training videos and online learning and resources.

Every change must be sustainable, so consultants are likely to provide ongoing support to help the client maximize the value of technology. This may include project reviews, innovation workshops and support for maintenance, upgrades and troubleshooting.

What outcomes can you expect from Technology Consulting?

By implementing technology consulting recommendations, organizations will achieve a combination of quantitative and qualitative benefits, including:

- **Greater efficiencies:**
  conduct a thorough assessment of current technology infrastructure, capabilities and gaps. Technology consultants can identify areas where new technology is needed and where existing technology can be optimized.

- **Better customer experiences:**
  identify and address pain points in end-to-end customer journeys and omnichannel experiences. By enhancing customer interactions and relationships at every touchpoint, companies upgrade their reputation, increase customer loyalty and generate more revenue.

- **A more data-driven business:**
  devise and implement more effective data management strategies, including data collection, analysis and reporting. By turning data into actionable insights, companies can take more timely evidence-based decisions, identify new opportunities and optimize their operations.

- **Improved collaboration and remote working:**
  including better access to tools and information, more communication and real-time information-sharing – enabling higher productivity, better performance and greater employee satisfaction.

- **Competitive advantage**
  by increasing investment in successful value-driven innovation or accelerating time to market, companies can significantly increase their market share and revenue.

In all cases, Technology Consulting projects will identify measurable objectives and monitor sustainable delivery of benefits, with strategies to embed new behaviors and continuous improvement.

About Atos Technology Consulting

Technology Consulting, the brand new offering of Atos, provides advisory services and covers cloud, cybersecurity, digital workplace, infrastructure and data & AI solutions. The offering also covers and contributes to areas such as decarbonization, accessibility and others.
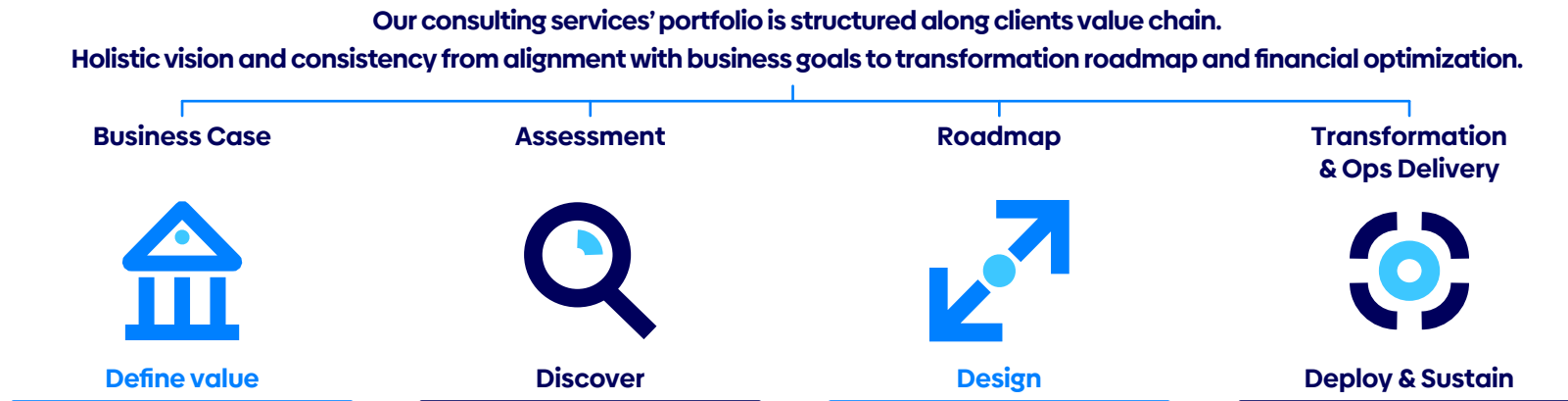
We help clients assess their IT landscape and design different technology strategies. Our services support clients' IT initiatives by providing strategic, architectural, operational and implementation advisory.

We offer the provision of expertise or strategic advice that is presented for consideration and decision-making.

Be advised by doers is our keyword. Based on years of Atos technology implementation and execution projects, our Technology Consulting services deliver advisory, inspiration and different perspective on technology trends and clients' needs and challenges.

We have both business insight and IT expertise like no system integrator in the market, complemented by partners' expertise.

Our offering refers to full scope IT and technology transformation advisory including provision of expertise or strategic advice presented for consideration and decision-making and experience with complex, global IT environments & trusted skills (training and certification plans).

Our consulting services' portfolio is structured along clients value chain.
Holistic vision and consistency from alignment with business goals to transformation roadmap and financial optimization.

Business Case	Assessment	Roadmap	Transformation & Ops Delivery
Define value	**Discover**	**Design**	**Deploy & Sustain**

Meet the Atos team

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Check out our Technology Consulting offer

About Atos

Atos is a global leader in digital transformation with 110,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 69 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea) and listed on Euronext Paris.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us
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Let's start a discussion together

About Tech Foundations

Tech Foundations is the Atos Group business line leading in managed services, focusing on hybrid cloud infrastructure, employee experience and technology services, through decarbonized, automated and AI-enabled solutions. Its 52,000 employees advance what matters to the world's businesses, institutions and communities. It is present in 69 countries, with an annual revenue of € 6 billion.

Atos