

# Global Delivery Centers

Atos Global Delivery Centers (GDCs) are innovation hubs with access to global talent skilled in cutting-edge technologies like GenAI and automation across multiple industries. Atos GDCs are more than just delivery centers. They are strategic partners that create value for our clients, enabling them to easily scale and innovate by providing customized, around-the-clock access to technology, processes, IP and talent – all in one place.



- **10** Global Delivery Centers across the world
- Over **20 000** employees in Global Delivery Centers
- Industry-best professionals delivering a wide range of technology and business services
- **24/7** customized, hands-on delivery
- Continuous skill development and capability building through comprehensive learning and development programs to ensure seamless delivery
- ISO certified delivery centers

## Atos Advancing what matters

With our passionate experts and world-class partners, we design digital solutions from the everyday to the mission-critical – in artificial intelligence, hybrid cloud, infrastructure management, decarbonization and employee experience. Atos GDCs are innovation hubs where our teams collaborate with clients to create secure, state-of-the-art solutions and services that deliver real business results.

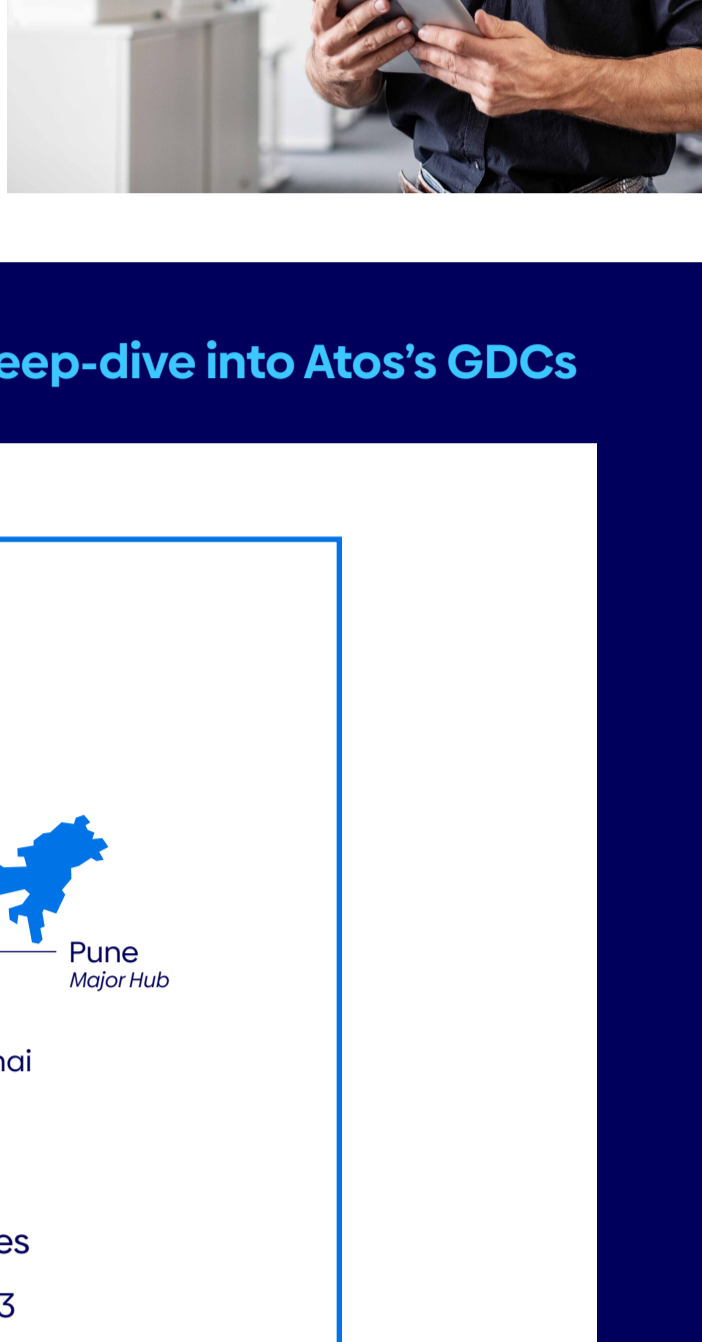
### A recognized leader in digital transformation

• Outsourced Digital Workplace Services, Worldwide **Gartner® Magic Quadrant™, 2023**

• Worldwide Winner of VMware 2023 Lifecycle Services Award **VMware, 2023**

• #1 position in the Dow Jones Sustainability, Index (DJSI) 2021 within the IT services industry **Dow Jones Sustainability Index (DJSI), 2022**

• Data Center Outsourcing and Hybrid Infrastructure Managed Services, Worldwide **Gartner® Magic Quadrant™, 2022**



### Global footprint, local flavors – A deep-dive into Atos's GDCs

**1 India**

- Serves over **280** clients in 25+ countries
- **98%** offshore evaluation score in 2023
- Over **2 million** managed configuration items in 2023
- ISO surveillance audit compliant
- SLA achievement of **99.81%** in 2023
- **20+** years of providing BPO services for major global enterprises across industries

**2 Poland**

- End-to-end services for **300+** clients in **34** countries
- **20+** years of experience in delivering services for global clients
- Certified as a **Great Place to Work®** by the GPTW Institute
- Recognized brand: ranked in **TOP3 IT SSC in Poland**
- European-centric sales support hub
- Atos innovation hub - Business Technology and Innovation Center (BTIC)

**3 Romania**

- **2 400+** professionals across the country, serving **300+** global clients
- Substantial investments and programs to boost client centricity for delivery teams
- Low, single digit attrition rate
- **Great Place to Work®** certified for the third year in a row – with a **73%** participation rate and a **75%** trust index
- **91%** Net Promoter Score, **100%** Customer Effort Score
- GenAI Center of Excellence with highly skilled talent

**4 Bulgaria**

- **300+** professionals serving clients in more than **35** countries
- **ISO certified** in Quality, Environment and Information Security services
- Multilingual support in **12** different languages
- Awarded in category **“Strategy for Internal Communication”** by **Career Show Awards 2023**

**5 Philippines**

- Philippines ranks as the top English/voice services location in the world
- Multilingual capabilities in German, Spanish, Mandarin, Japanese, Korean, Thai, Vietnamese, Cantonese, French and more
- Ranked the **2nd largest** IT/BPO industry in the world by Everest
- Ranked **2nd** in the **2023 Asia English Proficiency Index**
- High client and employee retention rates
- Named the **Best Company of the Year 2022** and the **Best Philippines Contact Center/BPO Company of 2022** by the International ICT Awards
- Received the **2023 Global IT Company Of the Year award** from the Asia Leaders Awards
- Named **Best Employer in the Philippines in 2022** and **2023** by The Philippine Daily Inquirer
- **Great Place to Work® Certified** by the GPTW Institute

**6 Mexico**

- Serves **100+** clients
- **20+** years of serving US-based clients
- Multilingual support available in English, Spanish, Canadian French, Brazilian Portuguese
- Responds to dynamic business needs with zero onboarding time
- Certified as a **Great Place to Work®** by the GPTW Institute
- Lowest attrition rate among the top tech companies in the country

**7 Spain**

- Serves **120+** clients in **19** languages
- Ranked as the largest IT company in Tenerife
- Alliances with local government for new services and opportunities to provide new jobs
- **Second-largest hiring company** in the region
- Flexible, constantly evolving training programs, positioning our GDC as a talent development hub
- Created a remote resolution team to support complex Operational Support Systems (OSS), 2<sup>nd</sup> and 3<sup>rd</sup> level teams
- Awarded the **21<sup>st</sup> Century Technology Award** for innovative character and contribution to digitalization

**8 Morocco**

- Over **16 years** dedicated to serving diverse European clients across multiple sectors
- Proficient in delivering services in both French and English, showcasing strong flexibility and adaptation to diverse needs
- Robust pool of competencies spanning end-to-end services, covering activities including infrastructure, digital workplace and technology services
- Linguistic, cultural and geographical proximity to Europe, with only a one-hour time zone difference for **90+**% of the year
- Certified as an agile center and GDPR compliant, meeting **ISO 9001** and **ISO 27001** standards to ensure operational excellence

**9 Malaysia**

- Preferred location for regional language capabilities including Bahasa (Indo), Cantonese, Hindi, Japanese, Korean, Malay, Mandarin, Tagalog, Thai and Vietnamese
- Multilingual workforce, with average language competencies in three languages
- Strong focus on staff development and internal promotion
- Access to top talent with highly-rated universities in the region

**10 Egypt**

- Fastest-growing Atos location (**300% year-over-year** since 2020)
- End-to-end capabilities with **1 000+** staff proficient in apps, Microsoft, SAP, digital workplace, hybrid cloud and infrastructure
- **ISO 27001** certified and compliant with GDPR
- Seamless business continuity with a shift-based or on-call approach for European clients
- Young and diverse talent pool, with **600 000** annual tech graduates
- Outstanding multilingual abilities, with **80%** of the working population speaking foreign languages like English, French and German
- Certified as a **Great Place to Work®** by the GPTW Institute
- Strong local market experience with solutions for smart cities, digital banking, energy and public sector

This infographic does not include all Atos Global Delivery Centers. For more information, visit <https://atos.net/en/contact-us>

### About Atos

Atos is a global leader in digital transformation with 107,000 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 (<https://atos.net/en/raison-detre>) 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.

### 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.

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